

## About Oil Change

Whether you use your computer for business or pleasure, keeping the software installed on it up-to-date ensures that you get the most out of the investment that you made in your equipment. Sometimes getting the latest updates proves to be no easy task. First, you have to know that an update is available, then you have to find out how to get it and install it. Oil Change automates this chore for you giving you more time to use your computer for pleasure or profit.

Oil Change is a subscription service that uses your Internet service to locate and install updates for the hardware and software on your computer.

{button ,Jl('Oilchnge.HLP','About\_the\_trial\_membership\_to\_Oil\_Change')} Click here for information about using a trial membership to Oil Change.

{button ,Jl('Oilchnge.HLP','About\_a\_special\_membership\_to\_Oil\_Change')} Click here for information about using a special membership that came as part of a hardware or software package you purchased.

When you start the update process, Oil Change:

- Lists the available updates.
- Lists the size of the update and whether it can be installed automatically or manually.
- Explains what the updates do and the benefits.
- Let's you determine when Oil Change downloads updates using your Internet connection.
- Let's you create a list of important products that Oil Change monitors automatically for updates. Oil Change notifies you when it finds them.
- Optionally installs the updates if useable installation procedures are available.
- Lets you reverse the installation of multiple automatically installed updates if you change your mind.

### Note

Updates are located on specific manufacturers' Web sites. And when you select an update, Oil Change connects your computer directly to the Web site and manages the download process for you.

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{button ,AL('About accessing Oil Change features;About McAfee ActiveHelp;About Oil Change and your Internet connection;About protecting your privacy;About registering with McAfee;About subscribing to Oil Change',0,'')} [See Also](#)

## About updating your software

Most software manufacturers provide updates (minor improvements or problem fixes) to their products at no charge to their customers. They place updates on their Web sites. Before Oil Change, it was up to you to locate the update and determine if it would help you. Now, it is McAfee's job to canvass Web sites, gathering information about available updates and their benefits. McAfee stores this information on the McAfee ActiveHelp server; and when you subscribe to the Oil Change service, Oil Change takes over.

In effect, Oil Change acts as your PC's master mechanic. Oil Change can:

- Check the McAfee ActiveHelp server to see if updates are available for the products on your computer.
- Automatically monitor selected products that you have installed on your computer for updates.
- Display a list of updates from which you can choose.
- Let you determine when to download selected updates from the manufacturers' Web sites using the Internet.
- Provide options for installing the update.

Oil Change is very flexible. You can schedule Oil Change to scan the McAfee ActiveHelp server for update information and even have Oil Change connect to the manufacturer's Web site and download the updates you specify while you're away from the computer.

If an update comes with an installation procedure that Oil Change can use, Oil Change can install the update automatically. Otherwise, Oil Change lets you save the update to your hard disk for manual installation.

### Tip

It's a good idea to create a folder for manual updates on your hard drive before downloading them. After you have created the folder, you can use Customize in the Supported Applications and Drivers dialog box to make it the default for all manual updates.

{button ,JI('Oilchnge.HLP', 'Specify\_a\_default\_folder\_for\_storing\_updates')} Click here for information about specifying a default folder.

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{button ,AL('About a special membership to Oil Change;About automatic installation;About choosing updates;About CyberMedia ActiveHelp;About manual installation;About the trial membership to Oil Change',0,'')} [See Also](#)

**About scheduling a scan****Why scanning is important**

To find updates, Oil Change must know which products are installed on your computer. To get this information, Oil Change scans your computer the first time you run the program and displays a list of the products that it recognizes in the Supported Applications and Drivers dialog box. This list is also saved on your disk drive; and each time you run Oil Change, you receive a message asking whether you want to use the existing list or have Oil Change rescan your computer.

**When to scan**

If you have installed new hardware and software, you should let Oil Change rescan. Another important reason to rescan at regular intervals is that McAfee constantly adds to the product information in the McAfee ActiveHelp server. You may have products installed that Oil Change did not recognize previously, but have been added to the ActiveHelp server database since Oil Change performed its last scan. Rescanning ensures that the list of products on your computer is kept in sync with the products in the ActiveHelp server database.

**Scheduling automatic scans**

You can schedule a scan to occur at various time intervals, such as daily, monthly, on weekdays, when you start your computer, and so on. Use the Scan tab in Options on the Oil Change main window to set up a schedule.

**Tip**

Your computer needs to be turned on and Oil Change should be turned off for the scheduled scan to take place.

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{button ,AL('Schedule a Scan',0,'')} [See Also](#)

### **About update notification**

If you are interested in updates for certain products, you can have Oil Change monitor these products and notify you when updates are made available. You can use the Customize feature in the Supported Applications and Drivers dialog box to create a list of products for Oil Change to monitor. Oil Change can notify you when updates become available by:

- Displaying a message.
- Downloading the update in the background. (Oil Change does not install the update.)
- Flashing the Oil Change icon in the system tray.
- Playing a sound (wav file).

### **Tip**

You can select multiple notification methods, but you cannot assign a specific notification type to a specific product. When an update becomes available for any of the products that Oil Change is monitoring, it notifies you using all the methods that you have chosen.

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{button ,AL(^About Oil Change icons;About the Applications and Drivers dialog box;Specify notification settings',0,'')} [See Also](#)

### About getting an update to download

After Oil Change performs a scan, it lists all the products that it recognizes on your computer and the updates that are available for each product in the Supported Applications and Drivers dialog box.

You have several download options:

- **Install:** Install lets you download an update and install it immediately.

- **Get:** Get gives you two options:

**Get Now:** Get Now lets you select one or more updates for immediate retrieval. The updates are stored in your download folder. When you are ready to install an update, select the update in the Supported Applications and Drivers dialog box and click Install. An Oil Change icon is also added to the update entry in the Supported Applications and Drivers dialog box to indicate that the update is ready for installation.

**Get Later:** Get Later lets you select one or more updates and set up a download schedule. After Oil Change retrieves the updates, you can use Install whenever you want to proceed with installation. An Oil Change icon with a clock appears by each update in the Supported Applications and Drivers dialog box that is scheduled for retrieval.

After using **Get**, Oil Change reminds you that the updates are ready to be installed each time you run Oil Change.

### Tip

Oil Change doesn't need to be running to download the update. Just leave your computer on.

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{button ,AL(^About the Applications and Drivers dialog box;Schedule a Scan;Schedule an Update',0,','')} [See Also](#)

### **About History**

Oil Change keeps track of the updates it downloads, installs, and uninstalls. The History feature allows you to review update activity.

History also tracks the following information:

- The number of applications or drivers that Oil Change identified on your computer during the last scan.
- The number of updates available for downloading during the current Oil Change session.
- The cumulative total of the updates that Oil Change has downloaded, installed, or uninstalled.
- The number of times that Oil Change has started and signed-on the McAfee ActiveHelp server.

### **Tip**

If your History information becomes unmanageable, you can delete entries from the History dialog box using Clean History in the Options feature which is available on the Oil Change main window.

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{button ,AL(^About accessing Oil Change features;See your update history',0,','')} [See Also](#)

## About Undo

You should test each update that Oil Change *automatically* installs to make sure it performs as expected. If you are dissatisfied with the update, you can use Undo to return your computer to its previous state. Oil Change can undo multiple automatically installed updates, but only one update per product at a time. For example, if Oil Change automatically installs Microsoft Word and Quicken updates, Oil Change can undo both of these updates. However, if Oil Change automatically installs two Microsoft Word updates, Oil Change can undo only the last update.

There are several Undo options that you should become familiar with. You can set these options on the Undo tab which is available when you choose the Options feature.

- **Monitor install processes and create undo files:** To return your computer to its previous settings when you undo an update, Oil Change needs to save a copy, or a *backup*, of files as they were before the update was installed. You control whether Oil Change makes a backup. To do this, you need to understand the interaction between the **Monitor Install Process** check box on the Undo tab and the **Create Undo file** check box on the Install dialog box.

If you select the **Monitor Install Processes** check box on the Undo tab, the **Create Undo file** check box in the Install dialog box is selected by default. Oil Change makes a backup for each update that it installs automatically. If you don't want Oil Change to make a backup when installing a particular update, clear the check box on the Install dialog box before clicking Auto Install. Remember, you will NOT be able to undo the update if you clear this check box.

If you clear the **Monitor Install Processes** check box on the Undo tab, the **Create Undo file** is not selected on the Install dialog box. You control whether Oil Change makes a backup for each update that Oil Change automatically installs by selecting or clearing the **Create Undo file** check box.

By default, the **Monitor Install Processes** and **Create Undo file** check boxes are selected. It is a good idea to keep them selected so that you can use the Undo feature.

- **Delete backup after every:** This option allows you to determine how long Oil Change keeps backup files before deleting them from your computer. For instance, if you enter 7 in the box, Oil Change deletes backup files that have been stored on your computer's hard drive for seven days.
- **Undo Data Directory:** You can specify the folder where Oil Change stores backup files.

### Note

The History feature provides a complete record of your update activity.

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{button ,AL(^About accessing Oil Change features;Undo an automatically installed update;Undoing automatic updates',0,';')}  
[See Also](#)

## About Options

You can change or adjust several factors that affect how Oil Change works using the Options feature. The following table contains a list of the Configuration Options tabs and what you can do on each tab.

*Table 1. Options tabs*

<b>To do this</b>	<b>Choose this tab</b>
Update user profile information	User Profile
Clear the Oil Change <a href="#">disk cache</a> . You have to do this when information, vital to the operation of Oil Change, becomes corrupted.	Cleanup
Clear any scans that you may have scheduled.	Cleanup
Delete any updates that you have downloaded but haven't installed.	Cleanup
Remove the data in the Oil Change History feature	Cleanup
Select or reconfigure your Internet connection.	Connection
Let Oil Change determine how you connect to the Internet.	Connection
Configure proxy server settings if you connect to the Internet through a proxy server.	Connection
Schedule when Oil Change scans your hard drive for applications and drivers.	Scan
Set background scan options.	Scan
Activate the Undo feature.	Undo
Determine how long Oil Change keeps backup files needed to undo an update before deleting them from your computer's hard drive.	Undo
Specify a folder for Oil Change to use to store backup files needed to undo an update.	Undo

You can access Options from the main Oil Change window.

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{button ,AL('About connecting through a proxy server;About History;About scheduling a scan;About the Options Tab;Change user profile information;Choose an Internet connection ;Clear the disk cache;Connect through a proxy server;Delete update history;See your update history',0,'')} [See Also](#)



### **About the Options Tab**

The Configuration Options dialog box allows you to change or adjust several factors that affect how Oil Change works. A list of the tabs contained in the Configuration Options dialog box follows. Click a button for information on a tab.

{button ,PI('Oilchnge.hlp','Options\_User\_Profile')} User Profile

{button ,PI('Oilchnge.hlp','Options\_Cleanup')} Cleanup

{button ,PI('Oilchnge.hlp','Options\_Connection')} Connection

{button ,PI('Oilchnge.hlp','Options\_Scan')} Scan

{button ,PI('Oilchnge.hlp','Options\_Undo')} Undo

**User Profile**

You can use Oil Change to update the information in your membership profile. When you click Profile on the User Profile tab, Oil Change uses your Internet connection to connect to the Oil Change server, then displays a Registration Wizard dialog box containing your personal information. After you have finished updating this information, Oil Change updates the profile information stored on the server.

## Cleanup

Oil Change stores information on your hard drive. Some of the information is stored in a small amount of memory — called a cache — on your computer. If this information becomes corrupted you can receive a Scan Error message while Oil Change is scanning your computer for applications and drivers. If you receive an error message, you can clear the cache. You can delete other information by clicking:

- **Clear cache:** Deletes files stored in the cache.
- **Clear scan:** Deletes scan information.
- **Clear downloads:** Deletes download scheduling information and any updates that you have downloaded but not installed.
- **Clear History:** Deletes the data from the Oil Change History feature.

## Connection

Oil Change must know how your computer connects to the Internet.

The following options are available on the Connection tab:

- **Auto Detect:** Click this to have Oil Change determine how your computer connects to the Internet. You will be asked to start your browser.
- **Modify:** Click this to modify your Oil Change Internet connection settings manually. If you have any doubt about what kind of Internet connection you have, just click Auto Detect and let Oil Change do the work.
  - **Direct connection:** Select this if your computer connects to the Internet through a Local Area Network (LAN) using either a direct connection or Dial-up Networking. LANs are most common in businesses.
  - **Dial-up (modem):** Select this if you're using a modem to connect to the Internet. You probably have this type of connection if you are using Oil Change at home.
    - Properties:** You must enter the following information:
      - User ID and password that you use to log on to the Internet Service Provider (ISP).
      - The full path to the provider's program (the executable file that runs the program).
  - **Some other type, I don't know:** Select this if you are unsure about how you connect to the Internet and decide not to use Auto Detect.
  - **Connect through a proxy server:** Select this check box if your Internet connection requests are routed through a proxy server, then click Settings to display proxy server information.

## Tip

If your computer is part of a network, requests for access to the Internet may be routed to a proxy server. If that is the case, your network administrator can help you determine the appropriate settings.

## Scan

You can schedule when Oil Change scans your hard drive for applications and drivers. The following options are available on the Scan tab:

- **Enable background scans of local hard drives:** Select this if you want Oil Change to scan your hard drive based on the schedule that you specify in the Frequency and Time boxes.
- **Frequency:** Click the down arrow to select the time interval for each scheduled scan.
- **Time:** Type the starting time. If you are using Oil Change in the U.S. be sure to enter AM or PM. If you are using Oil Change in a country that uses the 24-hour format, AM and PM are not necessary.
- **Automatically connect:** When you select this check box, Oil Change connects to the McAfee ActiveHelp server and checks information about updates for the applications and drivers on your computer. You should keep this check box selected to make sure that the list of products on your computer stays in sync with the product information available in the ActiveHelp database.

## Undo

Use this tab to enable the Undo feature and specify the following options:

- **Monitor install process and create Undo files:** You must select this check box if you want to be able to undo an automatically installed update. When selected, Oil Change keeps original copies of the files, or backup files, that change when Oil Change automatically installs an update.
- **Delete backups after every:** Enter the number of days for Oil Change to keep backup files, for example: if you enter 7 days in the box, Oil Change deletes any backup files that have been on your computer longer than seven days.
- **Undo Data Directory:** You can specify a folder for Oil Change to use to store backup files.

### About registering with McAfee

To activate your Oil Change membership, you must register with McAfee. Typically, you will register when you install Oil Change; however, if you do not, the Registration Wizard will appear the first time you try to start Oil Change. When you register, you are giving Oil Change important information about who you are. On the Registration Wizard dialog box, you must fill in:

- **Member name:** You don't have to use your real name. In fact, you are encouraged to make up an original name because each member name must be unique. After you have chosen your name, you can reuse it if you have to reinstall Oil Change.
- **Email address:** Your email address is important because McAfee uses it to send information to you, such as answers to technical support questions or product information when it becomes available.
- **Password:** Choose a password to use to access Oil Change. Also, if you are reinstalling Oil Change, for example, you may have upgraded your subscription, and you forget your password. Oil Change can send a message containing a copy of your password to the email address that you entered when you registered.

Make a note of your member name and password. You must enter these each time you run Oil Change. However, to avoid all that typing and the possibility of making a mistake, you can enter your member name and password correctly on the main Oil Change window, and select Remember my password. The Remember my password check box is selected by default.

#### Note

Your membership profile information is stored on a secure McAfee Internet server. If you forget your [password](#), go the McAfee Web site to retrieve a copy of it.

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{button ,AL('Find your password;Register with CyberMedia',0,'')} [See Also](#)

### **About finding your password**

To ensure that only Oil Change members have access to the information stored on the McAfee ActiveHelp server, McAfee requires that you choose a password when registering for the first time and use it each time you run Oil Change. If you forget your password, all is not lost. You can go to the McAfee Web site to retrieve a copy.

{button ,Jl('Oilchnge.HLP','Find\_your\_password')} Click here for more information about getting a copy of your password.

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{button ,AL('About registering with CyberMedia',0,'')} [See Also](#)



## About choosing updates

Oil Change displays only the updates that are appropriate for your computer and for your type of Oil Change membership. Oil Change also provides the following information about each update:

- Status information, for example, whether or not you have scheduled an update to be downloaded.
- Description of each update.
- Size and approximate download time.
- Whether Oil Change can install the update automatically or manually.

Sometimes more than one update is available for a given product. In these cases, you should read the description carefully to ensure that you are selecting the desired update.

You can have Oil Change notify you about specific products and individual product updates. You specify which products to monitor using the Customize feature, which is available in the Supported Applications and Drivers dialog box.

{button ,AL('Schedule a Scan',0,'')} Click here to find out how to schedule a scan.

{button ,AL('Schedule an Update',0,'')} Click here to find out how to get an update to download to your computer.

{button ,AL('Specify notification settings',0,'')} Click here to find out how to set up Oil Change to notify you when an update becomes available.

### Tip

If you are trying to connect to a busy Internet service provider or Web site, you may have to try several times before successfully retrieving an update. You can tell Oil Change how many times to try to download an update using the Download tab in the Customize feature on the Supported Applications and Drivers dialog box.

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{button ,AL('About a special membership to Oil Change;About automatic installation;About manual installation;About the Applications and Drivers dialog box;About updating your software',0,'')} [See Also](#)

### About the Supported Applications and Drivers dialog box

You can view a list of the products (applications and drivers) on your computer that Oil Change recognizes and the updates that are available for these products in the Supported Applications and Drivers dialog box. When you place your cursor on an update in the list, a status message appears in a pop-up window.

You can choose to download an update immediately or set a time for Oil Change to download it. If the update is located on a busy Web site, Oil Change may not be able to connect the first time. You can specify the number of times Oil Change tries to connect to the site, Oil Change adds an icon beside the product name to indicate its status.

{button ,AL('About Oil Change icons',0,'')} Click here for more information about the Oil Change icons.

The Supported Applications and Drivers dialog box offers the following features which allow you to control how Oil Change works:

- **Install:** Use Install to retrieve an update from the manufacturer's Web site and install it on your computer immediately.
- **Get:** Use Get to determine when Oil Change downloads a selected update.
- **Hide:** Use Hide to control selectively which products and updates appear in the list in the Supported Applications and Drivers dialog box.
- **Customize:** Use Customize to:
  - Specify a download folder for Oil Change to use to store updates that you want to install later.
  - Determine which products Oil Change monitors and how Oil Change notifies you when updates are made available for these products.
  - Unhide products that do not appear in the applications and drivers list.
  - Tell Oil Change to watch [OEM Oil files](#) and retrieve new ones when they become available.

- **Membership/Subscribe:** If you are using a full-subscription to Oil Change the Membership button appears on the Supported Applications and Drivers dialog box. Click this button to see when your Oil Change subscription expires. If you are using another type of subscription, the Subscribe button appears in this location on the Supported Applications and Drivers dialog box. If you want to upgrade to a full one-year subscription to the Oil Change service, click this button.

From time-to-time McAfee adds complimentary updates to the list that appears in the Supported Applications and Drivers dialog box, for example: updates to games, or shareware or freeware products. If you want to see these products and updates in the list, select:

#### Show shareware and freeware

After Oil Change completes a scan, it lists all the products that it recognizes in the Supported Applications and Drivers dialog box. Of course there may or may not be updates for all the products. To modify the list so that only those products with updates will be displayed, select:

#### Hide products with no updates

Select this check box if you want to see only products that Oil Change has found updates for.

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{button ,AL('About choosing updates;Get information about an update in the Applications and Drivers dialog box',0,'')} [See Also](#)

### **About Oil Change and your Internet connection**

Oil Change uses the Internet to locate and download updates. If you've been using a browser on the Internet, you know that problems typically occur when you:

- Attempt to connect to a site.
- Download files.

These same problems can occur when Oil Change accesses the Internet. Usually, problems are temporary and are caused by:

- Heavy network or internetwork traffic.
- A server that is down for maintenance.

If Oil Change:

- Alerts you to a problem when connecting to a site, wait and try again. Or, set a time for Oil Change to download an update. You can also specify the number of times Oil Changes tries to download.
- Takes an unusually long time to download, you can cancel the update and try again later.

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{button ,AL(^About accessing Oil Change features;About scheduling an update to download;Schedule an Update',0,'')} [See Also](#)

### **About accessing the Internet**

Oil Change relies on your Internet connection to connect to the McAfee ActiveHelp server, the Oil Change home page, and to manufacturers' Web sites where the updates are actually located. To use Oil Change to access the Internet, you must have one of the following:

- An Internet connection through a network or a modem

Some networks have an Internet connection that you can use by connecting to the network—either directly or through Dial-Up Networking.

- An Internet connection through an Internet Service Provider (ISP)

If you don't connect through a network, your computer must have a modem installed. You can establish an Internet connection through an ISP, like America Online, CompuServe, Netcom, or EarthLink in the U.S.; T-ONLINE and CompuServe in Germany; CompuServe and Club Internet in France; NiftyServe and PC-VAN in Japan; and BT Internet and Pipex in the United Kingdom. An ISP acts as a middle man between you and the Internet. Your computer connects (using your modem) to the ISP's equipment, which in turn connects to the Internet.

In addition, you must also have:

- A browser

A browser is software, such as Netscape Navigator or Microsoft Internet Explorer, that allows you to view text and graphics and download files from Web sites.

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{button ,AL(^About Oil Change and your Internet connection',0,'')} [See Also](#)

**About protecting your privacy**

Oil Change is non-intrusive. It leaves your sensitive data alone.

- The list of products and available updates that Oil Change creates never leaves your computer.
- McAfee ActiveHelp server is a secure database. You cannot view the contents of the database by connecting to the McAfee Web site. Only Oil Change can access ActiveHelp server.
- Membership profile information is kept on a secure McAfee server.

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{button ,AL('About CyberMedia ActiveHelp;About Oil Change',0,','')} [See Also](#)

### About accessing Oil Change features

Oil Change has several useful features that allow you to monitor update activity and reverse any automatically installed updates that do not perform as expected. You can access features from the main Oil Change window and the Supported Applications and Drivers dialog box. To start the update process, click Start on the main window. To access online help, click Help. By default, Oil Change displays the following feature buttons at the bottom of the main window. If these buttons are hidden, click More to display them.

The graphic at the end of this help topic shows the feature buttons on the Oil Change main window. To get information about a particular feature, move your cursor over the button and click.



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{button ,AL(^About History;About Home;About Options;About the Applications and Drivers dialog box;About the Options Tab;About Undo;About update notification;About\_customizing\_Oil\_Change;Create an auto update product list;Hiding products;Use Home to connect to Oil Change home page;Use Options to configure Oil Change',0,";")} [See Also](#)

### **About automatic installation**

One of the key benefits of Oil Change is its ability to automatically install an update if it has a straightforward installation procedure, that is, one that does not require user interaction. Because software manufacturers have different software design specifications, there will always be updates that have more complex installation procedures requiring user participation at certain points in the process. Oil Change cannot install these types of updates automatically.

Oil Change distinguishes between these two kinds of updates and lets you choose how you want installation to proceed:

- Click Auto Install on the Install dialog box to have Oil Change automatically install the update if Oil Change supports the installation procedure.
- Click Manual Install to have Oil Change save the update on your computer's hard drive.

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{button ,AL(^About manual installation;Install an update automatically;Install an update manually;Installing manual updates',0,'')} [See Also](#)

### **About manual installation**

When Oil Change does not support an update's installation procedure, Auto Install in the Install dialog box will be unavailable. You can:

- Click Manual Install.

Oil Change saves the update for you. You must remember to install the update later.

### **Note**

It is a good idea to create a folder for manual updates on your hard drive before downloading them.

{button ,JI('OILCHNGE.HLP',`Specify\_a\_default\_folder\_for\_storing\_updates')} Click here for more information about setting a default folder.

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{button ,AL('About automatic installation;Install an update automatically;Install an update manually;Installing manual updates',0,'')} [See Also](#)



### **About the McAfee ActiveHelp server**

The McAfee ActiveHelp server contains a constantly monitored and revised database that resides on the Internet. Each time you use Oil Change, it logs onto the server and checks for information about:

- Available software updates, drivers, and fixes.
- Web sites where these updates are located.

McAfee adds information to the ActiveHelp database on an ongoing basis, thus relieving you of the chore of scouring computer-related Web sites for possible software updates. Oil Change even checks for updates to its own software every time you visit the McAfee ActiveHelp Server.

### **Note**

If you think of the World Wide Web as a library of information, the ActiveHelp database is a card catalog listing manufacturers' Web addresses and information about available updates. Oil Change consults the card catalog, then provides you with a list of available updates.

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{button ,AL(^About Oil Change;About protecting your privacy',0,'')} [See Also](#)

### **About McAfee documentation**

McAfee provides documentation in several formats, including:

- Printed Quick Start Guide

McAfee includes a Quick Start Guide with all versions of Oil Change. The manual contains basic installation information and descriptions of Oil Change features.

- Online help file

McAfee includes online help with Oil Change. Online help is a standard Windows help file that contains detailed information about using Oil Change to update your computer software and hardware using the Internet. You can get help by pressing F1 on your keyboard or by clicking the Help buttons located on the Oil Change windows and dialog boxes.

- Online manual

McAfee includes an online manual as part of the documentation for Oil Change. You can access the manual from the Oil Change home page on the McAfee Web site.

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{button ,AL(' Access the online manual',0,'')} [See Also](#)

**About subscribing to Oil Change**

You may be using a version of the Oil Change service that locates updates only for a selected group of hardware and software products. If you want Oil Change to search for updates for additional hardware and software products installed on your computer, you must buy a full one-year membership to the Oil Change service by clicking **Subscribe** on the Applications and Drivers dialog box. Follow the instructions on the Registration Wizard to complete your purchase. If you are buying Oil Change in the United States, be sure to have your credit card number ready.

**Tip**

You can use your existing member name and password with your full membership.

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{button ,AL(`About a special membership to Oil Change;About extending your Oil Change subscription;About registering with CyberMedia;About the trial membership to Oil Change;Extend my Oil Change subscription;Subscribe to Oil Change',0,'')}
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### **About the trial membership to Oil Change**

You can use Oil Change on a trial basis before you commit to a full one year membership. You can download Oil Change from the Oil Change home page on the McAfee Web site. After registering as a trial member, you have access to all the features normally available to users who have a full membership, with one difference. Oil Change confines its search for updates to a limited set of hardware and software products. If you want Oil Change to search for all available updates for the hardware and software installed on your computer, you must purchase a one-year membership to the Oil Change service. Clicking Subscribe in the Supported Applications and Drivers dialog box takes you to the Oil Change home page where you can purchase a full, one-year membership.

Follow the instructions on the Registration Wizard to complete your purchase. If you are buying Oil Change in the United States, be sure to have your credit card number ready.

#### **Tip**

You can use your existing member name and password with your full membership.

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{button ,AL(^About a special membership to Oil Change;About extending your Oil Change subscription;About registering with CyberMedia;About subscribing to Oil Change;Extend my Oil Change subscription;Register with CyberMedia;Subscribe to Oil Change',0,'')} [See Also](#)

### **About a special membership to Oil Change**

If you bought a hardware or software package that includes Oil Change as part of the package, Oil Change confines its search for updates to a limited set of products determined by the software manufacturer. Usually, this set of products is related to the hardware or software package that you purchased. If you want Oil Change to search for all available updates for the hardware and software installed on your computer, you must purchase a one-year membership to the Oil Change service. You can easily become a member by clicking **Subscribe** on the **Supported Applications and Drivers** dialog box.

Follow the instructions on the **Registration Wizard** to complete your purchase. If you are buying Oil Change in the United States, be sure to have your credit card number ready.

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{button ,AL(^About extending your Oil Change subscription;About registering with CyberMedia;About subscribing to Oil Change;About the trial membership to Oil Change;Extend my Oil Change subscription;Register with CyberMedia;Subscribe to Oil Change',0,'')} [See Also](#)

### Installing manual updates

Usually, the software manufacturer compresses updates so that they take up less space on the server and transfer faster. Many updates are packaged in a single program file (.exe extension) that you decompress by double-clicking the file in the Windows Explorer. If an update does not decompress automatically, you must decompress it manually using a program such as WinZip before you can install it.

Sometimes update files are zipped. You can tell when an update is zipped because the file name has a .zip extension. You need a utility such as WinZip to unzip the update before installing it.

After you unzip or decompress an update, you can see the files contained in the update. Usually, the manufacturer places installation instructions in a text file called Readme.txt. If you don't find a Readme.txt file, check any other file that has a .txt or .doc extension for installation instructions.

---

{button ,AL('Install an update automatically;Install an update manually;Undoing automatic updates',0,'')} [See Also](#)

### Undoing automatic updates

If you want to undo an update, you should use Undo as soon as possible after Oil Change installs the update. Oil Change saves a backup copy of the original version of the software and system settings on your hard drive. However, as you use your computer, system settings change constantly. So, it is advisable to use Undo before the saved system settings become out dated.

If you use Oil Change to automatically install more than one update, Undo can reverse one or more of the automatically installed updates. Oil Change removes the old backup version to make room for a new one according to the schedule that you specify on the Undo tab in the Options feature. This is done to keep the disk space used by Oil Change to a minimum.

---

{button ,AL(^Install an update automatically;Install an update manually;Installing manual updates;Undo an automatically installed update',0,'')} [See Also](#)

## Using Oil Change to update your software over the Internet

Oil Change requires:

- An Internet connection through network or a modem

Some networks have an Internet connection that you can use by connecting to the network—either directly or through Dial-up networking.

- An Internet connection through an Internet service provider.

If you don't connect through a network, your computer must have a modem installed. You establish an Internet connection through an Internet service provider (ISP), like America Online, CompuServe, Netcom, or EarthLink in the U.S.; T-ONLINE and CompuServe in Germany; NiftyServe and PC-VAN in Japan; and BT and Pipex in the United Kingdom. An ISP acts as a middle man between you and the Internet. Your computer connects (using your modem) to the ISP's equipment, which in turn connects to the Internet.

In addition, you must also have:

- A browser

A browser is software, such as Netscape Navigator or Microsoft Internet Explorer, that allows you to view text and graphics and download files from Web sites.

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{button ,AL(^About accessing the Internet;About connecting through a proxy server;About updating your software',0,'')} [See Also](#)



## Disk Cache

A disk cache is a reserved space on your computer's hard drive where a program such as Oil Change stores important information.

## Troubleshooting

If you have trouble with Oil Change, you may find the solution to your problem in the following tables. Table 1 contains descriptions of some of the common problems you may experience when using the Internet. You may encounter these problems any time you use the Internet. They are not unique to Oil Change. Table 2 lists some of the error and alert messages you may receive when using Oil Change. These messages are provided by Oil Change and are specific to the Oil Change program.

*Table 1. Common problems*

<b>Problem</b>	<b>Cause and Solution</b>
Cannot connect to McAfee or other Web site	<p>People are using all of the available connections to the Web site. Try again later.</p> <p>The site may be down for repair. Try again later.</p> <p>If you use a modem to connect to the Internet, Oil Change should initiate the dialer. If you have an automatic dialing program that initiates the dialer, try activating the dialer before trying to connect.</p> <p>Your ISP usually provides more than one phone number that you can use to connect to the Internet. When you have trouble connecting, try another phone number.</p> <p>If you use America Online or CompuServe to connect to the Internet, start your browser before starting Oil Change.</p>
Slow data transfer	<p>The speed of your modem determines, in part, how fast data transfers from the Internet to your computer. Service providers offer connections at various speeds. Try checking the speeds supported by your modem, then check with the service provider for available connections at the highest speed. You may also want to consider upgrading your modem.</p> <p>The Internet could be busy. The number of users trying to download data affects the data transfer rate. Try again later.</p> <p>Noise on the telephone line can slow data transfer. Try again later.</p>

*Table 2. Error Messages*

<b>When you receive this error</b>	<b>Try this</b>
Scan error	<p>On the main Oil Change window, click More to display additional features.</p> <p>Click Options.</p> <p>Click the Cleanup tab.</p> <p>Click Clear Cache.</p>
Incorrect password	<p>Click Oil Change Support on the main Oil Change window</p> <p>On the Support page, select Oil Change.</p> <p>On the Look Up Your Oil Change Password page, type your Member name, then click the Find My Password button.</p> <p>McAfee finds your password and sends it to the e-mail address you specified in your original registration.</p>
Used serial number	<p>If you are reinstalling Oil Change, and you have already used the serial number to register, you do not have to register again. Your member name is valid for the length of your subscription no matter how many times you reinstall the Oil Change software on your computer.</p>
Login failed, cannot obtain authentication from server	<p>The Internet Service Provider (ISP) or Network Service Provider (NSP) or one of the Internet nodes in the connection path does not have the McAfee Active Help server listed in its directory of server names.</p> <p>You can use Ping to verify the path. Do the following:</p> <p>Connect to the Internet.</p> <p>Click Start on the Windows taskbar, select Run and type:</p> <p style="text-align: center;">ping Oil Change.McAfee.com</p> <p>If you receive the "Bad IP address oilchange.McAfee.com" message, the ISP or NSP cannot locate the McAfee ActiveHelp server. You will have to contact them for help</p> <p>If you receive "The request has timed out," the ISP or NSP can locate the ActiveHelp server, but the server is temporarily unavailable.</p>
No supported products found	<p>On the main Oil Change window, do the following:</p>

Click Options and select Cleanup.  
Click Clear Cache, then Clear Scan.

#### **About connecting through a proxy server**

To control access to various parts of the Internet, some networks route Internet connection requests through a proxy server. Oil Change supports various proxy addressing schemes, including:

- HTTP
- Secure
- FTP

You can configure proxy settings on the Connection tab which is in Options on the main Oil Change window.

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{button ,AL('Connect through a proxy server',0,'')} [See Also](#)

## About Home

The Home feature lets you connect to the Oil Change home page at the McAfee Web site. Visit the home page when you want to get the latest information about what's happening to Oil Change. The home page contains links to other pages which may be of interest to you, including the McAfee Home page.

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{button ,AL(^About accessing Oil Change features;Use Home to connect to Oil Change home page',0,'')} [See Also](#)

### **About your Member name and Password**

You may have installed Oil Change and decided to use it immediately, or decided to use it another time. In either case, you must register with McAfee before using Oil Change to download updates for your computer hardware and software. During the registration process, you will be asked to choose a member name and password. It is important to make a note of them.

Each time you use Oil Change, you must enter your member name and password on the main Oil Change window before Oil Change starts scanning your hard drive and locating updates. After entering the information correctly, you can select Remember my password if you want Oil Change to use that member name and password each time you log on to the McAfee ActiveHelp server. This check box is selected by default.

#### **Tip**

If you reinstall Oil Change for any reason, for instance, you upgrade your subscription, you can use the same member name and password in the Registration Wizard.

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{button ,AL(^About CyberMedia ActiveHelp;About registering with CyberMedia;Register with CyberMedia',0,'')} [See Also](#)

**About the Oil Change main window**

The following window is typical of the main Oil Change window. The background may be different from the one that appears on your computer because McAfee occasionally changes the background. However, the buttons and boxes on this window stay the same.

As you move your cursor around the window, the arrow changes to a pointing hand. If you click these spots, pop-up windows appear containing more information about those parts of the window. To get rid of a pop-up window, just click anywhere, or press Esc on your keyboard.



## Find Password

To use the Find Password feature, start your Internet connection, start your browser, and type in McAfee's Web address: <http://www.McAfee.com>. To to the Oil Change Support page and look for Find Password. Also, if you are reinstalling Oil Change, Find Password is available in the Registration Wizard.

### **About customizing Oil Change**

Several customization options are available from the Supported Applications and Drivers dialog box. You can:

- Specify a directory where Oil Change downloads updates that you want to install manually.
- Specify the number of times Oil Changes tries to download an update automatically.
- Create a list of products that Oil Change automatically monitors. When Oil Change finds an update for a product on the list, Oil Change notifies you. You can specify the type of notification.
- Display products in the Supported Applications and Drivers dialog box that you previously hid.
- Control which [Oil files](#) Oil Changes watches for you.

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{button ,AL(^Create an auto update product list;Specify a default folder for storing updates;Specify notification settings;Unhiding products',0,'')} [See Also](#)



## About Oil Change icons

Oil Change uses icons to indicate status information in the Supported Applications and Drivers dialog box and the system tray. These icons provide information:

- **Icon in the system tray:** Oil Change displays an icon in the system tray when you have set up a schedule to download updates or scan your disk drive for products. If you have created a list of special products for Oil Change to monitor for updates and you have selected Flash system tray icon in the Notifications options, a yellow starburst will flash on the icon indicating that an update is available. Right-clicking the icon will display the Oil Change Status dialog box that contains information about scans and downloads.
- **Icons in the Supported Applications and Drivers dialog box:** Oil Change adds icons to updates to indicate their status.
  - Oil Change icon with clock** appears by those updates that are scheduled to be downloaded.
  - Oil Change icon with green check** appears by those updates that have been retrieved and are waiting to be installed.

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{button ,AL(^ About the Applications and Drivers dialog box;About update notification;Specify notification settings',0,','')} [See Also](#)

### About extending your Oil Change subscription

Oil Change is a subscription service, and McAfee offers its customers three types of subscriptions:

- **Trial:** You can download a free 30-day subscription to Oil Change from the McAfee Web site. When you use the trial subscription, Oil Change searches the McAfee ActiveHelp server for updates to a predetermined, limited set of products.
- **OEM:** OEM, or Original Equipment Manufacturer, refers to a company that is using Oil Change, with the permission of McAfee, to update a specific product or products. The OEM usually limits Oil Change so that it searches for updates for only the OEM's own products.
- **Full:** You can buy a full one-year subscription to Oil Change from the McAfee Web site, from a retail software store, and so on. When you use the full subscription, Oil Change scans your computer for products and checks the McAfee ActiveHelp server for available updates.

So, you see that the type of subscription determines how long you receive access to the McAfee ActiveHelp server and which product updates Oil Change searches for. Just like a magazine subscription, your Oil Change subscription will expire. And just like a magazine publisher, McAfee offers ways for you to extend your subscription:

- If you are using a Trial or OEM subscription, use the **Subscribe** button on the Supported Applications and Drivers dialog box to upgrade your subscription.
- If you have bought a full subscription, use the **Membership** button on the Supported Applications and Drivers dialog box to extend your subscription for another year.

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{button ,AL('About a special membership to Oil Change;About CyberMedia ActiveHelp;About extending your Oil Change subscription;About registering with CyberMedia;About subscribing to Oil Change;Extend my Oil Change subscription;Register with CyberMedia;Subscribe to Oil Change',0,'')} [See Also](#)

## **Reinstalling Oil Change**

### **Why would I need to reinstall Oil Change?**

There are several important reasons for reinstalling Oil Change:

- If you bought the Oil Change on a CD and have trouble during installation, you can always get the latest version directly from the McAfee Web site at [www.McAfee.com/ocupdate](http://www.McAfee.com/ocupdate).
- Also, a McAfee Support technician may direct you to reinstall Oil Change when you call regarding a problem.

### **What do I need to do when I reinstall Oil Change?**

- Uninstall the existing Oil Change program before reinstalling.
- Delete all the files from your Windows Temp folder after uninstalling Oil Change.
- Use your existing member name and password. When the Registration Wizard appears during installation, select the I already have a member name check box. If you have forgotten your password, select Find. Oil Change will mail a copy of your password to the e-mail address that you entered in your user profile information.
- Change or confirm your user profile information on the Registration Wizard. It is important that you keep your e-mail address updated.

{button ,AL('Remove Oil Change',0,'')} [See Also](#)

### **Before reinstalling Oil Change**

If you are planning to reinstall Oil Change, you should also delete the files from your Windows Temp folder.

#### **To delete files from the Windows Temp folder**

1. Open Windows Explorer, navigate to the Windows folder and double-click the folder to open it.
2. Double-click the Temp folder.  
The contents of this folder will be displayed in the right pane of Windows Explorer.
3. Click Edit and select Select All.  
All the items in the Temp folder should be highlighted to indicate that they have been selected.
4. Click File and select Delete.

To make sure that you have a successful installation, you should turn off all the programs that are in your computer's memory before reinstalling Oil Change.

#### **To turn off memory resident programs**

1. On the Windows desktop, press CTRL+ALT+DELETE.
2. In the Close Program dialog box, select a program and click End Task.
3. Repeat this procedure for every item in the Close Program dialog box except Explorer.
4. Click Cancel.

When you reboot your computer after reinstalling Oil Change, Windows loads these programs into memory again.

When you reinstall Oil Change, you should download the latest version from the McAfee Web site.

#### **To download the latest version of the Oil Change program**

1. Open Windows Explorer and create a new, empty folder on your computer's hard drive.
2. Connect to the Internet and go to [www.McAfee.com/ocupdate](http://www.McAfee.com/ocupdate).
3. Download ocsetup.exe to the new folder that you just created.
4. Disconnect from the Internet.

## Sign-On

Use this dialog box to identify yourself to Oil Change. After a successful sign on, Oil Change searches your computer to identify software and hardware.

{button ,PI('Oilchnge.HLP','User\_Name')} Member name

{button ,PI('OILCHNGE.HLP','SO\_Password')} Password

{button ,PI('OILCHNGE.HLP','Remember\_Password')} Remember Password

Type the member name that you chose when you registered with McAfee.

Type your Oil Change password.

Select to have Oil Change use this member name and password the next time you sign on.



## Supported Applications and Drivers

Use this dialog to view the applications and drivers on your computer that Oil Change recognizes. If the update is located on a busy Web site, Oil Change may not be able to connect to the site, and you can schedule Oil Change to get the update later.

From time-to-time McAfee adds complimentary updates to the list that appears in the Supported Applications and Drivers dialog box, for example, updates to games. If you aren't interested in seeing these updates in the list, clear the Show shareware and freeware check box.

{button ,PI('OILCHNGE.HLP', 'Entry\_Tree')} [Application and Drivers list](#)

{button ,PI('oilchng.hlp', 'Show\_Only\_Entries')} [Hide products with no updates](#)

{button ,PI('oilchng.hlp', 'Shareware\_Freeware\_check\_box')} [Show shareware and freeware](#)

{button ,PI('Oilchng.HLP', 'Install')} [Install](#)

{button ,PI('Oilchng.HLP', 'Schedule\_Download\_Button')} [Get](#)

{button ,PI('Oilchng.hlp', 'Apps\_Hide')} [Hide](#)

{button ,PI('OILCHNGE.HLP', 'Customize')} [Customize](#)

{button ,PI('Oilchng.hlp', 'Apps\_Drivers\_Membership\_Button')} [Membership/Subscribe](#)

{button ,PI('Oilchng.HLP', 'Apps\_Drivers\_Close\_Button')} [Close](#)

Lists by name the applications and devices on your computer that Oil Change recognizes. The updates appear under the application or device name. Oil Change only displays updates that are appropriate for your computer.

Select this check box to remove the applications or drivers that do not have available updates from the list.

Select this check box is you want to see the complimentary updates (shareware and freeware) listed in the Supported Applications and Drivers dialog box.

Click to download and install the update selected in the list.

After Oil Change downloads the update, you have the option of installing it. Based on what Oil Change knows about the update, Oil Change lets you install the update either automatically or save it in a folder so that you can install it manually. See online help for more information updates.

Click this button to specify when Oil Change downloads the updates that you selected in the Supported Applications and Drivers dialog box. You can choose:

- **Get Now:** Oil Change uses your Internet connection to download the selected update from the manufacturer's Web site immediately. An Oil Change icon is displayed by each update that has been successfully retrieved and is ready for installation.
- **Get Later:** Oil Change will download the selected update on the day and time you have entered. A clock icon displays by each scheduled update.

**Tip:**

To stop any scheduled downloads, right-click the update in the Supported Applications and Drivers dialog box and click Edit Schedule on the Shortcut menu.

Use Hide to remove products and their associated updates from the Supported Applications and Drivers list.

Click to access the Customize settings tabs. The following tabs appear:

- **Download:** Use this tab to specify a directory for Oil Change to use to store updates so that you can install them later.
- **Monitor:** Oil Change automatically monitors any products that you add to this list and notifies you when it finds an update. Three buttons appear on this tab:
  - Add** - Use this button to display the Add Products to Monitor dialog box, which contains a list of products that Oil Change found on your computer. To add a product to the monitored list in the Monitor tab, select the product and click OK. Use Add and OK to switch between the list of monitored applications and the Add Products to Monitor dialog box.
  - Remove** - This button is inactive until you select an update in the list of monitored products. After choosing the product, you can click Remove to delete the product from the list.
  - Notification** - When Oil Change finds an update for one of the products in the monitored list, Oil Change notifies you based on the notification methods that you choose in the Monitored Applications Actions dialog box. Oil Change can:
    - Display a message
    - Download update in the background but not install
    - Flash system tray icon (The icon flashes when Oil Change finds an update.)
    - Play a sound (You must enter the full path to the wave file in the box.)
- **Unhide Products** - If you have hidden products so that they do not appear in the list in the Support Applications and Drivers dialog box, you can display them again. Select a product in the list and click Show.
- **Oil Files** – If you are using an [OEM](#) subscription, you can download [Oil files](#) to your computer. Oil Change will “watch” Oil files and ask you if you want to retrieve the newest ones from the OEM’s Web site when new ones become available.



If you are using a full-subscription to Oil Change the Membership button appears on the Supported Applications and Drivers dialog box. Click this button to see when your Oil Change subscription expires. If you are using another type of subscription, the Subscribe button appears in this location on the Supported Applications and Drivers dialog box. If you want to upgrade to a full one-year subscription to the Oil Change service, click this button.

When you are finished using the Support Applications and Drivers dialog box, click Close. Oil Change closes the dialog box and displays the Oil Change main window.

## **Install**

Use this dialog box to specify what to do with the update that you downloaded. Oil Change gives you installation options. If Oil Change can install an update automatically, the Auto Install and Manual Install buttons are available. If Oil Change cannot automatically install the update, the Auto Install button is unavailable, and only Manual Install is available.

To avoid conflicts, you should close all other running applications before starting an installation.

{button ,PI('Oilchnge.hlp','Undo\_file\_check\_box')} Monitor install process and create undo file

{button ,PI('OILCHNGE.HLP','Auto\_Install')} Auto Install

{button ,PI('OILCHNGE.HLP','Manual\_Install')} Manual Install

Click Auto Install to begin installing the update on your computer.

Click Manual Install to save the update to your hard disk. You must install the update outside of Oil Change. See online help for more information about manually installing updates.

When selected, Oil Change makes a backup of critical files as they were before the update was installed. Oil Change uses these files to return your computer to its original settings if you choose to undo the update. This check box is selected by default after you download an update that Oil Change can install automatically. If you clear the check box, you can't use the Undo feature.

## History

Displays Oil Change statistics and lists the updates that you have downloaded, installed, or uninstalled using Oil Change.

{button ,PI('OILCHNGE.HLP','Found')} [Found](#)

{button ,PI('OILCHNGE.HLP','Updates')} [Updates](#)

{button ,PI('OILCHNGE.HLP','General')} [General](#)

{button ,PI('OILCHNGE.HLP','Apps')} [Applications/Drivers](#)

{button ,PI('OILCHNGE.HLP','Action')} [Action](#)

{button ,PI('OILCHNGE.HLP','Date\_time')} [Date and Time](#)

**Applications/Drivers:** Displays the number of applications and drivers identified by Oil Change during the current session.

**Updates:** Displays the number of updates available for your applications and drivers during this session.



**Retrieved:** Displays the total number of updates downloaded by Oil Change.

**Installed:** Displays the total number of updates installed by Oil Change.

**Undo:** Displays the total number of update installations reversed by Oil Change.

**Oil Change Launched:** Displays the number times that you have run Oil Change.

**Signed On:** Displays the number of times that you have signed-on successfully to the McAfee ActiveHelp server.

Displays the name and description of the update.

Displays the last action that Oil Change performed for the update:

- **Retrieved Update:** Oil Change successfully downloaded the update to your computer.
- **Installed Update:** Oil Change successfully installed the update on your computer.
- **Performed Undo:** Oil Change successfully removed the installed update from your computer.

Displays the date and time that Oil Change performed the action.

## Undo

Use this dialog box to reverse the last automatic installation or installations that Oil Change performed. Oil Change cannot reverse installations performed prior to the last update or installations performed manually.

{button ,PI('OILCHNGE.HLP',`Desc')} Updates

{button ,PI('oilchnge.hlp',`Purge')} Delete

{button ,PI('Oilchnge.HLP',`Undo')} Undo

{button ,PI('Oilchnge.hlp',`Cancel')} Close

Displays the name of the update last installed by Oil Change, as well as the size, date, and time the update was installed.

Instead of undoing the update, you can delete the update and backup information from your computer's disk drive if you no longer need it.



You can reverse one update (per product) installed using Oil Change using Undo. Manual installations cannot be reversed using Oil Change.

Click this if you want to close the Undo dialog box.

Welcome New Member

Use the information in this dialog box to register with McAfee when Oil Change cannot automatically start your Web browser.

{button ,PI('Oilchnge.HLP', 'Member\_RegistrationB')} OK

{button ,PI('Oilchnge.HLP', 'CopyB')} Copy

{button ,PI('Oilchnge.HLP', 'CancelB')} Cancel

After you have copied the McAfee Web address to the Windows clipboard, click OK to continue the registration process. Make sure that your Internet connection is available.

Click Copy to copy the McAfee Web address to the Windows clipboard. Make sure that your Internet connection is available. After starting your Web browser, paste the address into the appropriate address location.

If you do not want to continue the registration process, click Cancel.

Welcome New Member

Use the information in this dialog box to become a member of the Oil Change service when Oil Change cannot automatically start your Web browser.

{button ,PI('Oilchnge.HLP','New\_Sub')} OK

{button ,PI('Oilchnge.HLP','CopyS')} Copy

{button ,PI('Oilchnge.HLP','CancelS')} Cancel

After you have copied the McAfee Web address to the Windows clipboard, click OK to continue the subscription process. Make sure that your Internet connection is available.



Click Copy to copy the McAfee Web address to the Windows clipboard. Make sure that your Internet connection is available. After starting your Web browser, paste the address into the appropriate address location.

If you do not want to continue the subscription process, click Cancel.

## New Member Registration

Before using the Oil Change service, you must register with McAfee. Oil Change uses your Internet connection to connect to the McAfee Web site. Once you're there, just follow the instructions on the Web page to register.

{button ,PI('Oilchnge.HLP','StartBrowser')} [Start Web Browser](#)

{button ,PI('Oilchnge.HLP','CancelR')} [Cancel](#)

Oil Change uses your Internet connection to connect to the McAfee Web site. Click Start Web Browser to continue the registration process. Oil Change can start most browsers. If it cannot, you will receive a message containing McAfee's Web address. You can start your browser and use the address to connect.

If you do not want to continue the registration process, click Cancel.

## Subscribe to Oil Change

You have been using a version of Oil Change that searches for updates to a limited set of products. If you want Oil Change to search for all available updates for the hardware and software products installed on your computer, you must buy a full one-year membership to the Oil Change update service. Oil Change uses your Internet connection to connect to the McAfee Web site. Once you're there, just follow the instructions on the Web page to purchase your membership.

{button ,PI('Oilchnge.HLP','BrowserS')} [Start Web Browser](#)

{button ,PI('Oilchnge.HLP','CancelNS')} [Cancel](#)

Oil Change uses your Internet connection to connect to the McAfee Web site. Click Start Web Browser to continue the subscription process. Oil Change can start most browsers. If it cannot, you will receive a message containing McAfee's Web address. You can start your browser and use the address to connect.

If you do not want to continue to connect to the McAfee Web site, click Cancel.



### Visit the Oil Change Home Page

As you use Oil Change, you may want to purchase a one-year membership to the full service, change your membership information if you're already a full member, or you simply may want to check out what's new. Oil Change can use your Internet connection to connect to the Oil Change home page. Once you are there, you can choose from a variety of related options.

{button ,PI('Oilchnge.HLP','BrowserHome')} [Start Web Browser](#)

{button ,PI('Oilchnge.HLP','CancelHome')} [Cancel](#)

{button ,PI('Oilchnge.HLP','ShowAlert')} [Show this Alert next time](#)

Oil Change uses your Internet connection to connect to the Oil Change Home Page. Click Start Web Browser to continue.

If you do not want to continue to connect to the Oil Change Home Page, click Cancel.

Select this  check box if you want Oil Change to display this alert message when you click the Home option.

## Start Web Browser

You can change your user profile information stored on the Oil Change server. To connect, click Start Web Browser. To make changes, you must first enter your existing member name and password.

{button ,PI('Oilchnge.HLP','StartBrows')} Start Web Browser

{button ,PI('Oilchnge.HLP','CancelWeb')} Cancel

{button ,PI('Oilchnge.HLP','ShowNext')} Show this Alert next time

Oil Change uses your Internet connection to connect to the Oil Change server, then displays a Registration Wizard dialog box containing your personal information. After you have finished changing this information, Oil Change will use it to update the profile information stored on the Oil Change server.

If you do not want to change your user profile information, click Cancel.

Select this check box if you want Oil Change to display this alert message when you change your user profile information.



#### Restore Missing System Files

Oil Change checked your computer and found that the URL.DLL, which is required to connect to the Internet, is missing. This file might have been deleted accidentally when you upgraded some of your software. A backup copy of the file has been located, and Oil Change can restore it to its proper location.

{button ,PI('Oilchnge.HLP','Yes\_Button')} Yes

{button ,PI('Oilchnge.HLP','No\_Button')} No

Click Yes to have Oil Change copy the URL.DLL to its proper location.

Click No if you do not want Oil Change to install the URL.DLL.

**Note:**

Oil Change needs this file to connect to the Internet.

#### Failure

Oil Change cannot successfully copy the URL.DLL to its proper location. You may need to free up disk space by deleting unused applications or by storing copies of important data files on floppy disks and deleting the originals from your hard disk.

{button ,PI('Oilchnge.HLP','OK\_Button')} OK

Click OK to close the dialog box.

**Oil Change Technical Support**

As you use Oil Change, you may want to change or find your password, or get answers to your Oil Change questions. The McAfee Web site contains support tools to help you do this. When you've connected to the Web site, just follow the instructions.

{button ,PI('Oilchnge.HLP',`SBrow')} [Start Web Browser](#)

Oil Change uses your Internet connection to connect to the McAfee Web site so that you can change your user profile information. Click Start Web Browser to continue.

Oil Change Technical Support

As you use Oil Change, you may want to change your or password or get answers to your questions about Oil Change. The McAfee Web site contains support tools to help you do this. Use the information in this dialog box to connect to McAfee when Oil Change cannot automatically start your Web browser. When you've connected to the Web site, follow the instructions.

{button ,PI('Oilchnge.HLP','Allright')} OK

{button ,PI('Oilchnge.HLP','Carbon')} Copy

{button ,PI('Oilchnge.HLP','Nix')} Cancel



After you have copied the McAfee Web address to the Windows clipboard, click OK to continue the process. Make sure that your Internet connection is available.

Click Copy to copy the McAfee Web address to the Windows clipboard. Make sure that your Internet connection is available. After starting your Web browser, paste the address into the appropriate address location.

If you do not want to continue the process, click Cancel.

### Stop Requested

As Oil Change checks for updates, you can stop it at any time. Just click the Stop button on the Oil Change main window. In the Stop Requested dialog box, click one of the following buttons.

{button ,PI('Oilchnge.HLP','Yes\_Stop')} Yes

{button ,PI('Oilchnge.HLP','No\_Dont\_Stop')} No

Click Yes to stop Oil Change scanning for updates.

Click No if you want Oil Change to continue scanning for updates.

Oil Change Message

Oil Change will start your Web browser and connect to the manufacturer's Web site.

{button ,PI('Oilchnge.HLP',`StWeb')} Start Web Browser

{button ,PI('Oilchnge.HLP',`CANIT')} Cancel

To connect to the manufacturer's Web site, click Start Web Browser.



If you do not want to connect to the manufacturer's Web site, click Cancel.

## Save As

Use this dialog box to save the contents of the file in a different file, or save the displayed text in a non-editor window in a text file. For instance, you can use this feature to make a template file with **#include** and **#define** directives, then quickly copy this information to other files while keeping the original open for further revisions.

{button ,PI('Oilchnge.HLP','Save\_In')} Save In

{button ,PI('Oilchnge.HLP','File\_Name')} File Name

{button ,PI('Oilchnge.HLP','Save\_As\_Type')} Save As Type

{button ,PI('Oilchnge.HLP','Save')} Save

{button ,PI('Oilchnge.HLP','Tips\_and\_Troubleshooting')} Tips and Troubleshooting

Save In

Select a folder in which to save the file. You can select network paths, computers, drives, directories, and folders.

File Name

Type the new name for this file.

**Note:** If you type a pattern using a wildcard (\* or ?) in the File Name box and press Enter, the list box displays files matching that pattern in the selected folder.

### Save As Type

Select a file type from the drop-down list box. The filename extension determines the file type of the saved file.

Save

Save the designated file.

## Tips and Troubleshooting

If you open the Save As dialog box while an Output, Locals, Watch, Registers, or Browse window is active, the Save As dialog box proposes the name of the active window followed by the .TXT extension as a filename for the text displayed in the window. In the case of the Browse window, it does not save the .BSC in the .BSC format under a different name.

When you registered with McAfee, you picked a member name. Type that name in the Member Name box.



When you registered with McAfee, you chose a password. Type that password in the Password box.

When the Remember my password check box is selected, Oil Change uses the password that you typed in the Password box each time you run Oil Change. The check box is selected by default, so if you want to type in your password each time, you should clear the box.

When you click Start, Oil Change scans your hard drive for hardware and software, then connects to the McAfee ActiveHelp server on the McAfee Web site to check for updates. Oil Change displays updates in the Supported Applications and Drivers dialog box. When you download an update, Oil Change starts your browser and connects to the manufacturer's Web site where the update is located.

When you click Home, Oil Change starts your Web browser and connects to the Oil Change home page on the McAfee Web site. The Home page contains all sorts of good information about McAfee and Oil Change, as well links to other informative sites.

The History feature keeps track of how you used Oil Change and what you did with the updates that you downloaded.

If Oil Change installs an update automatically, and the update doesn't perform as expected, you can use Undo to restore your computer to its original settings. Because Oil Change stores a copy of the original system settings, and many settings change frequently as you use your computer, you should use Undo before the copy becomes out dated.

You can use About to determine the version of Oil Change installed on your computer.

You can control the way Oil Change works using Options. You can change your user profile, delete miscellaneous information from your hard disk that Oil Change no longer needs, specify your type of Internet connection, specify settings if you connect to the Internet through a proxy server, schedule times for Oil Change to scan your computer for products and download updates to your computer, and specify Undo options.



When you click Oil Change Support, Oil Change starts your Web browser and connects to the McAfee Support page. From there, you can click Oil Change to navigate to the Oil Change Support page.

Oil Changes provides an online Help file as part of program documentation. If you need help or information about a particular Oil Change feature or function, click the Help button on the main window. Some dialog boxes also have individual Help buttons that provide help for that specific dialog box.

The type of information displayed in the status bar varies. Before you start the update process, you can receive information about a particular button or box by placing your cursor over the item and looking in the status bar. As Oil Change hunts for, or downloads updates, the status bar contains progress information.

You can use the More/Less button to display or hide Oil Change features. By default, Oil Change displays features across the bottom of the main window. When you click Less, Oil Change hides the features and changes the button to More. To see the features, click More.

When you are finished using Oil Change, click Exit to close the program.

The Oil Change main window in this help topic may not have the same background as the one on your computer. McAfee changes the background image time to time. When Oil Change updates itself over the Internet, it will download a new image, if one is available, as part of its update.

To avoid typing in your member name and password every time you run Oil Change, select the Remember my password check box. It is selected by default when you install Oil Change.

**Oil File**

An Oil file is created by an [OEM](#) and contains the name of the OEM's product and all the updates available for that product. If you are using an OEM subscription, you may download Oil Files from the OEM Web site to your computer. Oil Change "watches" the files for you and asks you if you want to download the newest files from the OEM Web site when they become available.



**OEM**

OEM stands for Original Equipment Manufacture and McAfee uses this term to refer to a company that uses Oil Change to update a predetermined set of the OEM's products.

### **Start Oil Change for the first time**

1. Double-click the Oil Change icon on your desktop.  
If you didn't register as you were installing, Oil Change displays the Registration Wizard and you must register before you can use Oil Change.
2. If you are already registered, the main Oil Change window is displayed.
3. Your member name and password should automatically appear in their respective boxes and Remember my password should be selected.

Click Start.

### **Tip**

If you forget your password, the Oil Change service can send you a copy of it.

{button ,Jl('Oilchnge.HLP','Find\_your\_password')} Click here for more information about getting a copy of your password.

---

{button ,AL('About registering with CyberMedia;Register with CyberMedia',0,'')} [See Also](#)

### **Remove Oil Change**

1. On the Windows taskbar, click Start, point to Programs, point to McAfee Oil Change, click Uninstall Oil Change. Follow the instructions.
2. Reboot your computer.

#### **Tip**

If you are planning to reinstall Oil Change, you should also delete the files from your computer's Windows Temp folder.

#### **To delete files from the Windows Temp folder**

1. Open Windows Explorer, navigate to the Windows folder and double-click the folder to open it.
2. Double-click the Temp folder.  
The contents of this folder will be displayed in the right pane of Windows Explorer.
3. Click Edit and select Select All.  
All the items in the Temp folder should be highlighted to indicate that they have been selected.
4. Click File and select Delete.

### **Use Oil Change to update software**

1. Double-click the Oil Change icon on your desktop.
2. If required, type your member name and your password on the main Oil Change window.  
To have Oil Change use that password each time you log on to the McAfee ActiveHelp server, select the Remember my password check box. This check box should be selected by default.
3. Click Start.

#### **Oil Change does the following:**

- n Checks your computer for an existing list of products. If it finds one, Oil Change asks if you want to use this list or have Oil Change rescan your computer for products.
- n Connects to the McAfee ActiveHelp server and checks for updates.
- n Lists the updates in the Supported Applications and Drivers dialog box.

#### **Tip**

You should let Oil Change rescan your computer when you have installed new hardware and software since the last time Oil Change scanned.

{button ,AL('Schedule a Scan',0,'')} Click here for information about scheduling a scan.

{button ,AL('Schedule an Update',0,'')} Click here for information about getting an update to download to your computer.

{button ,AL('Specify notification settings',0,'')} Click here for information about update notification.

---

{button ,AL('About CyberMedia ActiveHelp;About registering with CyberMedia',0,'')} [See Also](#)

### Get information about an update in the Supported Applications and Drivers dialog box

1. In the Supported Applications and Drivers list box, use the scroll bars to view the list of products and updates.
2. Select an update.  
Information about the selected update appears at the bottom of the dialog box.

#### Tip

When you place your cursor over an update in the list, status information, such as Ready to download, Download successful, appears in a pop-up box. Also the Oil Change icon appears by an update that has been download successfully and is ready to install. If you have scheduled an update for retrieval, a clock will be added to the Oil Change icon.

---

{button ,AL(^About the Applications and Drivers dialog box;About updating your software',0,';')} [See Also](#)

**Download an update immediately**

1. In the Supported Applications and Drivers dialog box, use the scroll bars to view the complete list of products and updates.
2. Select an update.  
Install becomes available.
3. Click Install.  
Oil Change downloads the update and then displays an Install dialog box.

**Note**

If you are using a special subscription, and want Oil Change to search for all available updates for the hardware and software on your computer, click the Subscribe button to purchase a one-year subscription to the full Oil Change service.

---

[See Also](#) {button ,AL('About updating your software;Get information about an update in the Applications and Drivers dialog box',0,';')}  
See Also

### Access Oil Change features

1. On the main Oil Change window, if required, click More to display additional features.
2. Click the feature you want to work with.

#### Note

The Home, Undo, History, Options, and Help features are available from the main Oil Change window. The Install Get, Hide and Customize features are available from the Supported Applications and Drivers dialog box.

---

{button ,AL(^About accessing Oil Change features;About History;About Home;About Options;About Undo;About\_customizing\_Oil\_Change',','')} [See Also](#)

### Install an update automatically

1. Select an update in the Supported Applications and Drivers dialog box.  
You can find out if Oil Change can install the update automatically by reading the information below the dialog box.
2. After determining that the update can be installed automatically, click Install.  
After successfully downloading an update, Oil Change displays an Install dialog box. If you want to be able to use the Undo feature, make sure that the Create Undo File check box is selected.
3. Click Auto Install.  
If Auto Install is unavailable, the update does not include an installation procedure that Oil Change can use, and you need to install the update manually.
4. If Create Undo file is selected, the Oil Change - AutoInstall dialog box appears.  
Information about the progress of the installation appears here.
5. When installation completes, click Finish.  
You may be required to restart your computer. If so, a dialog box appears.
6. Click Yes or No.

### Tip

Test the update before installing another update for the same product. Oil Change can undo the last update per product that it installs automatically.

---

{button ,AL(^About automatic installation;About manual installation;Install an update automatically;Install an update manually;Installing manual updates;Undoing automatic updates',0,'')} [See Also](#)



### **Install an update manually**

1. Select an update in the Supported Applications and Drivers dialog box.  
You can find out if you have to install the update manually by reading the information in the box below the dialog box.
2. After determining that the update must be installed manually, click Install.  
After successfully downloading an update, Oil Change displays an Install dialog box.
3. On the Install dialog box, click Manual Install.  
Oil Change saves the update in a folder on your hard drive. Usually, the software manufacturer compresses manual updates so that they take up less space on the server and transfer faster. Many updates are packaged in a single program file (.exe extension).
4. Decompress the .exe by double-clicking the file in the Windows Explorer.  
You may have to use a program such as WinZip to decompress the program if it doesn't decompress automatically. After you decompress an update, find the file containing the installation instructions. Usually, the manufacturer places the installation instructions in a text file that has a .txt or .doc extension.

### **Warning**

You cannot use Undo to uninstall manual updates.

### **Tip**

It's a good idea to create a folder for updates that require manual installation before starting Oil Change.

{button ,JI('Oilchnge.HLP', 'Specify\_a\_default\_folder\_for\_storing\_updates')} Click here for more information about specifying a default folder.

---

{button ,AL('About automatic installation;About manual installation;Install an update automatically;Install an update manually;Installing manual updates;Undoing automatic updates',0,'')} [See Also](#)

**See my update history**

1. On the main Oil Change window, if required, click More to display additional features.
2. Click History.

**Tip**

If you have too much information in the History dialog box, you can clean it out using Clean History which is available in the Options feature on the Cleanup tab.

---

{button ,AL(^About History;Delete update history',0,'')} [See Also](#)

### Undo an automatically installed update

1. On the main Oil Change window, if required, click More to display additional features.
2. Click Undo and select the update in the Updates list that you want to undo.
3. Click Undo.  
A message appears saying that Undo was successful.
4. A message may appear asking if you want to reboot your computer. Click Yes or No.

### Tip

There are several important things you should know about Undo:

- n You should test each update immediately after Oil Change installs it. If the update does not perform as expected, use Undo before you install any other software or download any other updates.
- n You can use Undo to reverse one or more of the last automatically installed updates.
- n You cannot use Undo to reverse an update that you have installed manually.
- n You can use Delete to remove the update and Undo information from your computer's disk drive if you don't want to Undo an update.

---

{button ,AL(^About automatic installation;About Undo;Install an update automatically;Install an update manually;Installing manual updates;Undoing automatic updates',0,'')} [See Also](#)

**Use Home to connect to Oil Change home page**

1. On the main Oil Change window, if required, click More to display additional features.
2. Click Home.  
Oil Change displays the Visit the Oil Change Home Page dialog box.
3. Click Start Web Browser.  
Oil Change starts your Web browser and connects to the Oil Change home page.

**Note**

Make sure that your Internet connection is available before trying to connecting to the Oil Change Web page.

---

{button ,AL(^About Home',0,';')} [See Also](#)

### **Use Options to configure Oil Change**

1. On the main Oil Change window, if required, click More to display additional features.
2. Click Options.

Select the tab that you want to work with.

---

{button ,AL(^About Options;About the Options Tab;Change user profile information;Choose an Internet connection ;Clear the disk cache;Connect through a proxy server;Schedule a Scan;Undo an automatically installed update',0,','')} [See Also](#)

### **Register with McAfee**

1. If you did not register during installation, Oil Change displays the Registration Wizard the first time you start the program. You have to register before running Oil Change.
2. Follow the instructions on the Registration Wizard.  
Make a note of your member name and password. When you complete registration, you are returned to the Oil Change window.
3. Your member name and password automatically appear in the boxes, and Remember my password is selected by default.

### **Tip**

If you are reinstalling Oil Change for any reason, for example, you have upgraded your subscription, you can use the same member name and password that you were using previously.

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{button ,AL(^About registering with CyberMedia',0,',')} [See Also](#)

### **Find my password**

1. Double-click the Oil Change icon on the desktop.
2. On the main Oil Change window, click Oil Change Support. Oil Change displays the Technical Support dialog box.
3. Click Start Web Browser. Oil Change uses your Internet connection to connect to the McAfee Web site and displays the Support page.
4. On the Support page, click Oil Change to go to the Oil Change Support page.
5. On the Oil Change Support page, click Find Password. A new page appears.
6. Type in your [member name](#) in the Member name box.
7. Click Find Password. Oil Change sends an encrypted message containing your password to the email address that you provided when you first registered with McAfee.

### **Note**

Be sure that your Internet connection is available before you start your Web browser.

---

{button ,AL(^About registering with CyberMedia;Register with CyberMedia',0,'')} [See Also](#)

### **Specify a default folder for storing updates**

1. In the Windows Explorer, create a folder to store your updates.
2. Start Oil Change and let it scan.
3. On the Supported Applications and Drivers dialog box, click Customize.
4. Select the Download tab.
5. In the Download directory box, type the path and name of the folder that you have created, or use the Browse button to select the folder.
6. Click Apply.

---

{button ,AL(^About Options',0,'')} [See Also](#)



### **Create a list of automatically monitored products**

1. On the main Oil Change window, click Start.
2. In the Supported Applications and Drivers dialog box, click Customize.
3. Select the Monitor tab.
4. In the list box, click Add to display a list of applications and products on your computer that Oil Change recognizes.
5. Select a product or products and click OK.  
The products are added to the list of applications that Oil Change monitors automatically.

#### **Tip**

You can use Windows standard Shift+Click and Ctrl+Click to select more than one product to add to the list of monitored products.

---

{button ,AL('Specify notification settings',0,'')} [See Also](#)

### **Hide products in the Supported Applications and Drivers dialog box**

#### **To hide a major entry and all the entries beneath it:**

1. On the main Oil Change window, click Start.  
Oil Change scans your computer for applications and other software products and displays them in the Supported Applications and Drivers dialog box.
2. In the Supported Applications and Drivers dialog box, select a major entry.
3. Click Hide.  
The product entry and all updates beneath the entry no longer appear in the list.

#### **To hide individual entries beneath a major entry:**

1. On the main Oil Change window, click Start.  
Oil Change scans your computer for applications and other software products and displays them in the Supported Applications and Drivers dialog box.
2. In the Supported Applications and Drivers dialog box, select an update.
3. Click Hide.  
The update no longer appears in the list.
4. Or, right-click an update and select Hide from the shortcut menu.

---

{button ,AL(^Unhiding products in the Applications and Drivers dialog box',0,'')} [See Also](#)

### **Unhide products in the Supported Applications and Drivers dialog box**

1. On the main Oil Change window, click Start.
2. In the Supported Applications and Drivers dialog box, click Customize.
3. Select the Unhide Products tab.  
The products that you have hidden appear in a list box.
4. Select a product.
5. Click Show.  
The product or application appears in the Supported Applications and Drivers dialog box.

---

{button ,AL('Hiding products',0,'')} [See Also](#)

### **Change user profile information**

1. On the main Oil Change window, if required, click More to display additional features.
2. Click Options.
3. Click User Profile.
4. Click Profile.

Oil Change uses your Internet connection to connect to the Oil Change server where your profile information is stored, then displays a Registration Wizard dialog box containing your personal information. After you have updated this information, Oil Change uses it to update the profile information on the server.

---

{button ,AL(^About Options',0,'')} [See Also](#)

### **Clear the disk cache**

1. On the main Oil Change window, if required, click More to display additional features.
2. Click Options.
3. Select the Cleanup tab.
4. Click Clear cache.
5. Click Apply.

---

{button ,AL(^About Options',0,';')} [See Also](#)

### **Connect through a proxy server**

1. On the main Oil Change window, if required, click More to display additional features.
2. Click Options.
3. Select the Connection tab.
4. Click Modify.
5. On the Modify Connection Settings dialog box, select Connect through a proxy server and click Settings.
6. On the Proxy Settings dialog box, type the address and port number of the proxy server in the appropriate box.
7. If the network supports only one proxy server, click Use the same proxy server for all protocols to select that server.
8. Type specific addresses, such as an address for a computer on your Intranet, that aren't routed through the proxy server in the Exceptions box.
9. Select Do not use the proxy server for local addresses to bypass the proxy server.
10. Click OK. A message appears telling you that you must restart your computer for the new settings to take effect.
11. Click OK.

---

{button ,AL(^About Options',0,'')} [See Also](#)

### **Subscribe to Oil Change**

1. On the Supported Applications and Drivers dialog box, click Subscribe.
2. The Registration Wizard appears. Follow the instructions to purchase a one-year subscription to Oil Change. You can use your credit card to complete the purchase, so have it on hand when you subscribe.

#### **Tip**

You can use your existing member name and password with your new subscription.

---

{button ,AL(^About a special subscription to Oil Change;About subscribing to Oil Change;About the trial subscription to Oil Change',0,'')} [See Also](#)

### Choose an Internet connection

1. On the main Oil Change window, if required, click More to display additional features.
2. Click Options.
3. Select the Connection tab.
4. Select Auto Detect for Oil Change to determine the type of connection you are using.
5. Or, click Modify and select:
  - Direct connection (Office LAN)
  - Dial-up (modem)
  - Connect through a proxy server. If you select this option, click Settings and enter the Proxy Settings information.
6. Click OK.

### Note

When you choose Auto Detect, Oil Change asks you to start your Web browser.

---

{button ,AL(^About Options',0,'')} [See Also](#)



**Access the online manual**

1. On the main Oil Change window, if required, click More to display additional features.
2. Click Home.
3. In the Visit the Oil Change Home site dialog box, click Start Web Browser Now. Oil Change starts your browser and connects to the Oil Change home page.
4. On the Oil Change home page, click Manual in the sidebar at the left.

**Note**

Be sure that your Internet connection is available before you try to connect to the Oil Change home page.

---

{button ,AL(^About CyberMedia documentation',0,'')} [See Also](#)

**Member Name**

As you registered with McAfee, you were asked to choose a member name which identifies you each time you access the Oil Change service. You can use the same member name if you have to reinstall Oil Change, for example: you have upgraded your subscription.

**Schedule a scan**

1. On the main Oil Change window, click Options, then select the Scan tab.
2. Click Enable background scan of local hard drive(s). The other fields become active.
3. In the Frequency box, click the down arrow and select the time interval for each scheduled scan.
4. In the Time box, type the starting time you want the scan to start. Be sure to type AM or PM after the time. If you are using Oil Change in a country that uses the 24-hour format, you do not need to enter AM or PM.
5. Click Apply, then click OK.

**Note**

Your computer needs to be on and Oil Change should be closed for the scheduled scan to take place.

---

{button ,AL(^About scheduling a scan;About scheduling an update',0,'')} [See Also](#)

### Use Get to download an update

1. On the Supported Applications and Drivers dialog box, click the update you want Oil Change to download.
2. Click Get.
3. In the dialog box, click Get Now or Get Later.
4. If you click Get Later, use the spinner control to select the date in the Date box, then type time in the time box.
5. Click OK.  
Oil Change adds an icon with a clock to each update that is scheduled to be downloaded.
6. If you have retrieved updates but have not installed them, Oil Change will remind you that they are waiting each time you run Oil Change.

### Tip

Repeat this procedure to get as many updates as you want.

---

{button ,AL(^About scheduling a scan;About scheduling an update',0,';')} [See Also](#)

### **Specify notification settings**

1. On the Supported Applications and Drivers dialog box, click Customize, then select the Monitor tab.
2. Click the Notification button. The Monitored Application Actions dialog box appears. This is where you tell Oil Change how to notify you if and when updates become available for the products that you have added to the Monitored list.
3. When these updates become available, Oil Change can notify you in the following ways:
  - n Display message
  - n Download update in background but don't install
  - n Flash system tray icon
  - n Play sound (wav file)

---

{button ,AL(^About update notification',0;','')} [See Also](#)

### **Extend my Oil Change subscription**

1. On the Supported Applications and Drivers dialog box, click Membership/Subscribe.
2. The Registration Wizard appears. Follow the instructions to purchase a one-year subscription to Oil Change. You can use your credit card to complete the purchase, so have it on hand when you subscribe.

#### **Tip**

You can use your existing member name and password with your new subscription.

---

{button .AL(^About a special membership to Oil Change;About registering with CyberMedia;About subscribing to Oil Change;About the trial membership to Oil Change;Get information about an update in the Applications and Drivers dialog box;Register with CyberMedia',0,','')} [See Also](#)

### **Delete update history**

1. On the main Oil Change window, click Options, then select the Cleanup tab.
2. Click Clear History.

---

{button ,AL(^About History;About Options;About the Options Tab;Delete update history;See your update history;Use Options to configure Oil Change',0,'')} [See Also](#)

## Reinstall Oil Change

{button ,AL('Before reinstalling Oil Change',0,'')} Click here for instructions about downloading the latest version of Oil Change from the McAfee Web site.

1. Go to the folder containing ocsetup.exe and double-click it.
2. Follow the installation instructions.
3. On the Registration Wizard, select the I already have a member name and password check box.
4. On the next window, enter your member name and password.  
If you don't remember your password, select Find and enter your member name. Oil Change will send a copy of your password to the e-mail address that is in your user profile information.

---

{button ,AL('Before reinstalling Oil Change;Reinstalling Oil Change',0,'')} [See Also](#)



**Sign-On Error**

To fix the most common sign-on errors, try the following:

- Make sure that your Internet connection is started before you try to sign on.
- Sign on again, making sure that you enter the correct password.
- Sign on again in a few hours.

**Registration Error**

To fix the most common registration errors, try the following:

- Make sure that your Internet connection is started before you try to register.
- Try registering again in a few hours.

**Internet Connection Error**

To fix an Internet connection error, try the following:

- Make sure that your computer is connected to the Internet.
- Make sure that your browser is started before you try to sign on to Oil Change.

**Scan Error**

A scan error can occur while Oil Change checks your disk for applications and drivers, or as Oil Change downloads information from McAfee ActiveHelp. To fix a scan error, try the following:

- Clear your disk cache. To do this go to the main Oil Change window. If required click More to display more features, and click Options. Click the Cleanup tab, and click Clear Cache.
- Start Oil Change later. The server on which McAfee ActiveHelp is stored may be down.

