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# CHECK<sup>IT</sup> VERSION 5

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Striving to offer our customers the most comprehensive support available, we offer several methods to obtain support.

## ***Free Unlimited Support***

“Free Unlimited Support” is provided to **all registered** users of **any** published TouchStone software through one of our on-line services.

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<b>TSC Bulletin Board</b>	(714) 969-0688
<b>E-mail</b>	<a href="mailto:support@touchstone-sc.com">support@touchstone-sc.com</a>
<b>Fax</b>	(714) 969-4444
<b>Faxback</b>	(714) 536-6195, press 1000
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TouchStone will strive to respond within two (2) business days.

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To receive complimentary support, users must be registered prior to calling for service and the product must be a currently published version. Telephone support is not available for out-of-date products or unregistered users. Calls are taken on a first-come, first-served basis. A caller may encounter a wait time.

## ***Out of Warranty Support***

In a continuing effort to provide service to our customers, TouchStone Software offers telephone support after the complimentary warranty period to users for any of their published software through a fee-for-support line. Users have the option of calling (800) 859-1763 and using their Visa, MasterCard, or American Express to receive support at US \$2.00/minute. Registration is recommended, but not required for chargeable service.

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TouchStone does not provide complimentary telephone support on products that are no longer published or have been replaced by a newer version. Users have the option of calling (800) 859-1763 and using their Visa, MasterCard, or American Express to receive support at US \$2.00/minute. Registration is recommended, but not required for chargeable service.

Registered users may also use one of TouchStone's on-line services for support at no charge. (See **Free Unlimited Support**)

## ***Registration***

You may register a product using a one of the following methods:

- Mail the registration form found in e.Support or the product box
- Send a registration request using e.Support
- Fax the registration form to (714) 969-4444
- Via the BBS at (714) 969-0688
- Via our web page at <http://www.touchstonesoftware.com>

# ***How To Get In Touch With TouchStone***

**TouchStone Software Corporation**  
2124 Main Street  
Huntington Beach, California 92648

<b>Department/Service</b>	<b>Phone Number/Address</b>
Orders/Upgrades	800-932-5566
Customer Service (no technical support available)	714-969-8092
Fax Orders	800-582-8000
Site Licensing/Volume Packages	714-969-7746

# ***About This Manual***

This guide covers the basic installation and gets you started using CheckIt version 5 for Windows 95. When there is product-specific information, it will be clearly defined. Please refer to CheckIt's Help for more information on any subject.

---

## **What You Should Already Know**

This guide assumes you have a general understanding of basic Windows 95 procedures including how to move between applications and program groups, how to use the Windows Explorer, and how to use the mouse and keyboard. If you require assistance in these areas, please consult your Windows 95 manual. If there are any issues or definitions of terms that are unclear or not explained in this guide, check the Help system that comes with CheckIt.

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## **Program Updates**

TouchStone will provide program updates for the product as long as it is supported by TouchStone Software Corporation. TouchStone reserves the right to discontinue the distribution of program updates at any time.

# ***Introducing CheckIt<sup>®</sup>***

Personal computers are more complicated than ever before. Making sure yours is operating at its full potential can be a time-consuming task. CheckIt solves PC problems fast! You can use this powerful Windows 95 program to pinpoint problems, test your system's components, locate system conflicts, and even restore your critical Windows Registry and system files. It's the perfect tool if you have a problem. It's also the perfect tool to avoid having a problem.

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# Chapter 1

## Installing and Uninstalling

It's easy to get up and running with CheckIt. The program is distributed on CD-ROM.

This installation procedure is for installing CheckIt on Windows 95.

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### What You Need For Installation

CheckIt requires the following:

- A 100% IBM compatible 486 or better computer with a hard drive, CD-ROM drive, mouse, VGA (640x480/16 colors), Windows 95, 8MB of RAM (16MB recommended), and a minimum of 10MB free hard drive space.
- 32-bit Internet connection and a modem (used by Active Update).
- CheckIt CD-ROM Serial number (Provided on the registration information card or the cover of this manual).

---

### Installing CheckIt

A complete installation of CheckIt for Windows 95 installs all the files you need to run the program. Simply read each screen, follow the instructions, and then click the **Next** button to continue.



***WARNING! Due to compatibility issues, you must shutdown all applications running on the computer before you install CheckIt.***

To install CheckIt, follow these steps:

1. Insert CheckIt's CD-ROM into the proper drive.  
There is an AUTORUN feature that automatically initiates the setup program (go to step #4). If AUTORUN is disabled or doesn't work, continue with the next step (#2).
2. Choose RUN from the Start menu.



3. In the Command line text box, type:
  - **D:\SETUP.EXE [Enter]** (where “D” is the drive letter of the CD-ROM drive which has the CheckIt CD)
4. When the Welcome screen appears, choose **Next** to keep going or **Cancel** to halt the installation.
5. CheckIt’s license agreement appears. Read it carefully, then click on the **Yes** button to continue.
6. The Destination screen will appear displaying where CheckIt will be installed. The default is **C:\TSC\CHECKIT** if you wish to install CheckIt to a different drive or directory click on the browse button and select a new path.
7. In the registration information screen, fill in the following details:
  - Your Name
  - Company Name (Optional)
  - Serial Number



***NOTE: You must fill in the serial number field to continue. The serial number can be found on your registration information card or on the manual cover. When typing in the number, do not leave any additional blank spaces or else it will not be accepted.***

Use the **Tab** key to move through the fields. The **Back** button takes you back to the previous screen in the process. When done, press the **Next** button.

8. Determine the type of installation to perform Typical, Compact (does not install e.Support) or Custom. Choose one, then click on the **Next** button to proceed.

When the installation has completed, the Setup Complete window appears. From here, you can launch CheckIt, view the README file (which we strongly recommend), or return to Windows by selecting the proper checkboxes.



**NOTES:** *The README file contains important changes and enhancements made to the program after the printing of this manual.*

9. To conclude the installation, click the **Finish** button. The Setup program automatically creates a program group for CheckIt. Inside this group are the icons for CheckIt, the README file, ToolBox, and the Uninstall applet.

---

## Uninstalling CheckIt

There are two ways to uninstall CheckIt. Both are listed below for your reference. Before you uninstall CheckIt, you must unload the ToolBox if it is running. To unload the ToolBox, click on the ToolBox icon located in the system tray with the right mouse button. When the menu appears click on *Unload CheckIt ToolBox* with your left mouse button.

1. Choose the CheckIt command from the Start menu. By default, this command is under the CheckIt group under Programs in the Start menu and double click on the Uninstall icon.
2. CheckIt also can be uninstalled using the ADD/REMOVE programs icon located in Windows 95's Control Panel. If you need further information on how to uninstall a program using Windows 95's Control Panel, please refer to the Windows 95 manual for assistance.

# Chapter 2

## Getting Started

This chapter provides a quick overview on how to get up and running using CheckIt. For more information on the main program, please see the Help file that is included with CheckIt.

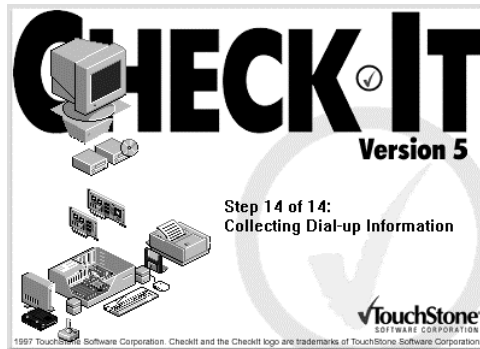
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### Starting CheckIt

There are three ways to access CheckIt:

1. Choose the CheckIt command from the Start Menu. By default, this is located in the CheckIt group under Programs in the Start Menu.
2. Double click on the CheckIt ToolBox icon in the System Tray on the Taskbar with your **left** mouse button, and then press the “Launch CheckIt” button.
3. Click on the ToolBox icon in the System tray with the right mouse button. When the pop up menu appears click on *Launch CheckIt* with your left mouse button.

When the program starts, CheckIt will collect information about your system and perform a QuickCheck to detect problems. The following screen will be displayed.



---

## What to do First

Listed below are the recommended tasks to be performed after you have installed and started the CheckIt program.

1. Run the CheckIt Tutorial to get a brief overview of the product, what it can do, and how to use it.
2. Update your CheckIt program using Active Update.
3. Backup Critical System Files.
4. Record the current state of the computer by taking a SnapShot.
5. Run a QuickCheck.

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## Using The Welcome Screen

After the collection, CheckIt displays a Welcome screen. The Welcome screen gives you the current status of your computer, and offers you easy access to the programs most used features.

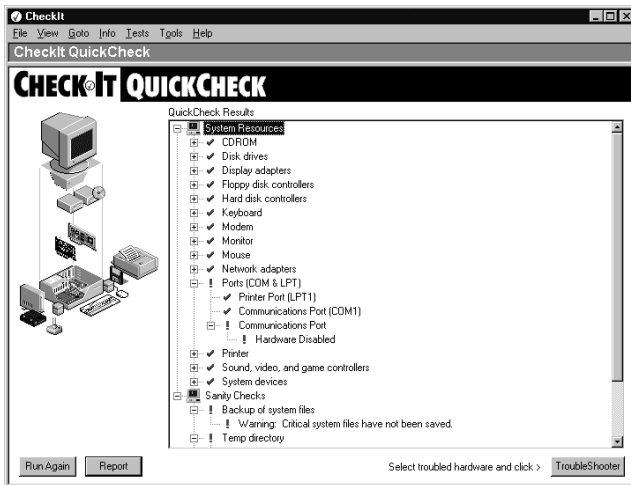
Please see the picture below for the location of the following CheckIt features:



1. **Quick Check:** If a problem is detected, you will be able to use CheckIt's QuickCheck to FindIt.
2. **Home Button:** Home will bring you back to the Welcome screen from any area of the program.
3. **When starting, go to System Summary:** This will bypass the "Welcome" screen the next time you start the program.
4. **Light Hardware Testing:** This option allows you to test areas of the computer that are most likely to have problems.
5. **Save Critical System Files:** This option allows you to save the most critical Windows Registry and system files into one compressed file that can be used to restore from at a later date.
6. **View System Changes:** This option allows you to view any differences between two Snapshots taken by CheckIt. These differences include Hardware, Software, System Files, and Performance.
7. **Summary of System Hardware:** This option will display a basic summary of your system.
8. **Update CheckIt Through Internet:** CheckIt's Active Update is used to update the program through an Internet connection.
9. **CheckIt Tutorial:** This option will bring up a quick Tutorial on CheckIt. It's a good idea to start here first. (You must have the CheckIt CD in the CD-ROM Drive to view the CheckIt Tutorial).
10. **System Info:** System Info allows you to get detailed information about your system.
11. **Tests:** The Tests section gives you access to CheckIt's powerful hardware tests.
12. **Tools:** CheckIt comes with powerful tools to help you update your CheckIt program, Benchmark your system, Save Critical Files, Find Differences and get Reports.
13. **Help:** There's more than one way to get help on using CheckIt. You'll find them here.

## What to do When CheckIt Finds a Problem

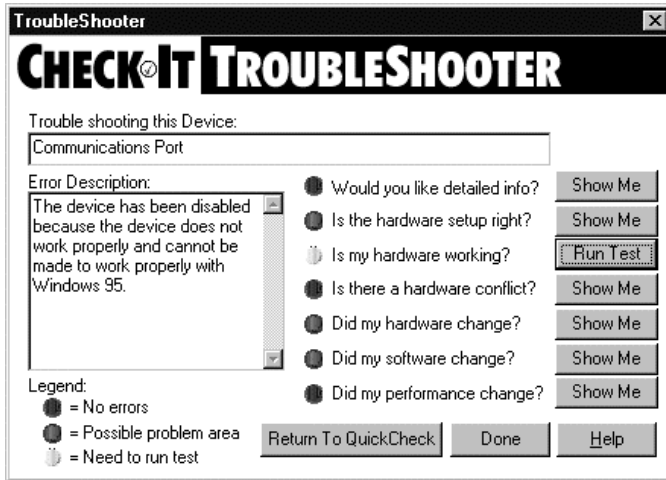
When CheckIt finds a problem, use QuickCheck to tell you what is wrong with the system. Simply click on the “View QuickCheck” button. This will bring up the QuickCheck screen and immediately run a QuickCheck. QuickCheck displays two sections of results: System Resources (hardware and devices information) and Sanity Checks (general system information). The display is formatted as a directory tree, showing green check marks for items that passed and red exclamation points for those that may have a problem. The directory tree can be expanded by clicking on the + key to open a directory branch. The expanded branch will display additional information about the troubled device.



---

## Troubleshooter Helps you Find the Solution

The Troubleshooter is your quick and easy way to solve PC problems.



Troubleshooter shows you the device with a problem, gives you a description of the error, and, depending on which device you've selected, shows you a series of questions and/or suggested solutions. Each question is preceded by a red, gray or green light. If you have a red light, proceed to that area of CheckIt for more information on your problem. A gray light will take you to an area of CheckIt that will ask you to perform a task, such as running a hardware test. Green lighted questions will give you even more information on the device. When you press the "Show Me" or "Run Test" button(s) next to the questions asked, you will be taken to the following corresponding parts of the program for further information.

**Would you like detailed info?:** Will take you to the System Info screen for the hardware or system component you are troubleshooting.

**Is the hardware setup right?:** Will show you the error description, if there is one, with a suggested solution.

**Is my hardware working?:** Will take you to the test screen that corresponds with the device you have selected.

**Is there a hardware conflict?:** Will take you to the Resources in Use screen. This screen will show you the all the devices, their resources, and what resources are available.

**Did my hardware change?:** Will take you to the System Spy screen to see if there are any changes to your system's hardware.

**Did my software change?:** Will take you to the System Spy to see if there are any changes to your system's software.

**Did my performance change?:** Will take you to the System Spy screen to see if there are any changes in your system's performance.

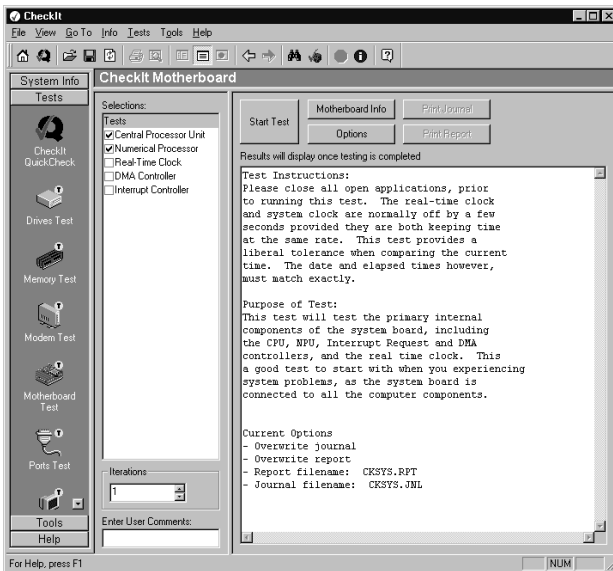


# Chapter 3

## CheckIt Features

### CheckIt Tests

One of the areas you'll be taken to from the Troubleshooter is a test. You can go directly to tests by choosing **Tests** (see #11 on the Welcome Screen illustration) from the Content Bar, and then clicking on the test of your choice. All of CheckIt's test screens are very similar in the way they look. CheckIt Tests include the following controls:



**Options:** The “Options” button is used to configure the test before it is run.

**Info:** The “Info” button will bring up a detailed summary of the device that is going to be tested.

**Print Journal:** The “Print Journal” button prints a report showing the results of each step of the test. Normally, tests complete and identify any failures. However, if system problems prevent a test from completing, you can analyze the journal to identify which part of the test caused the failure.

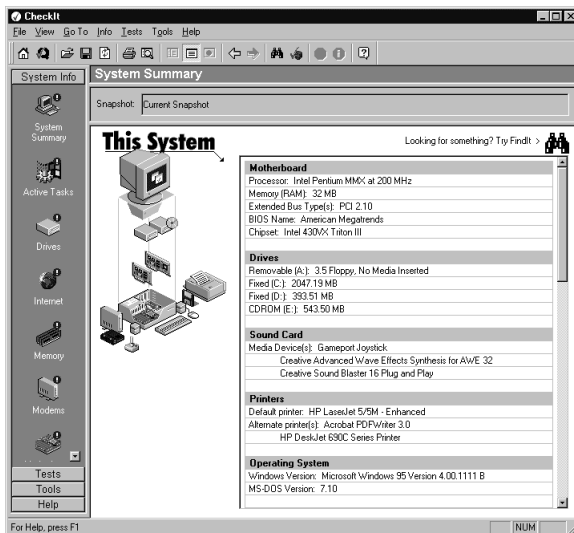
**Print Report button:** The “Print Report” button prints a report showing the results of the test, including which steps passed, which failed, which were excluded (and why).

---

## CheckIt System Information (Detail It)

CheckIt offers detailed information on your major system components. You can get to specific information from the Troubleshooter or you can choose **System Info** from the Content Bar (#10 on the Welcome Screen Illustration). Starting at the **System Summary** display, you can move on to specific information on your motherboard, memory, modem and more.

The **System Summary** screen will give you an overview of your entire system. Just move your mouse to the appropriate device on the computer illustration. Click on the device and you’ll be taken directly to the information you’re looking for.

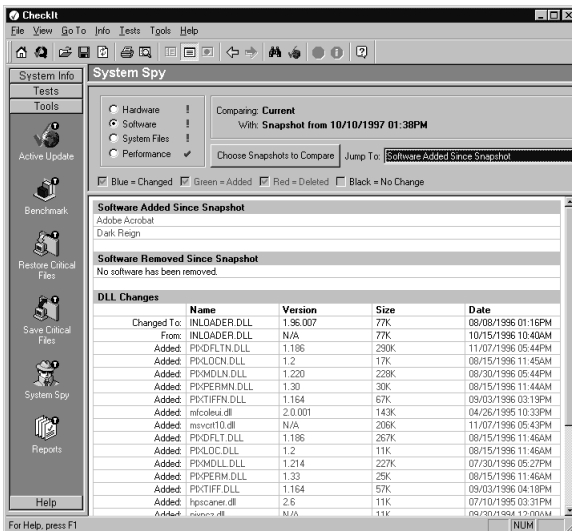


## Locate Specific Information with FindIt

Use the FindIt icon to locate a specific word among all of CheckIt's system information displays. This is the quickest way to find the information you need. FindIt can be configured to match the case of what you're typing, to start at the beginning of the current page, or to start at the beginning of the System Info documents. (Pressing the F3 key anywhere in the program will bring up FindIt).

## System Spy Finds Differences in Your System Over Time

Ever wonder what happens to your computer every time you install new hardware or load a new software program? The changes you make can often be the cause of your system's problems. **System Spy** keeps track of those changes by taking regular "snapshots" of your system's hardware, system files and performance. You'll be able to view the differences by comparing the latest "snapshot" with a previous one. CheckIt's Troubleshooter will take you to **System Spy** directly if you have had a change in your system. To manually access **System Spy**, go to the **Tools** area of the Content Bar. (#12 on the Welcome Screen illustration).



The screenshot shows the CheckIt application window with the System Spy tool active. The interface includes a menu bar (File, View, Go To, Info, Tests, Tools, Help), a toolbar, and a left-hand navigation pane with icons for System Info, Tests, Tools, Active Update, Benchmark, Restore Critical Files, Save Critical Files, System Spy, and Reports. The main window displays the following information:

Comparing: Current  
With: Snapshot from 10/10/1997 01:38PM

Choose Snapshots to Compare: [List of snapshots] Jump To: [Software Added Since Snapshot]

Legend:  Blue = Changed  Green = Added  Red = Deleted  Black = No Change

**Software Added Since Snapshot**  
Add to Access  
Dark Regn

**Software Removed Since Snapshot**  
No software has been removed.

**DDL Changes**

	Name	Version	Size	Date
Changed To	INLOADER.DLL	1.96.007	77K	08/08/1996 01:18PM
From	INLOADER.DLL	N/A	77K	10/15/1996 10:40AM
Added	PIFDLTL.DLL	1.186	290K	11/07/1996 05:44PM
Added	PIVLOCN.DLL	1.2	17K	08/15/1996 11:45AM
Added	PIVMDLN.DLL	1.220	228K	08/30/1996 05:44PM
Added	PIVPERMN.DLL	1.30	30K	08/15/1996 11:44AM
Added	PIKTIFFN.DLL	1.164	67K	09/03/1996 03:19PM
Added	mslshwa.dll	2.0.001	143K	04/26/1995 10:33PM
Added	msvcrt10.dll	N/A	206K	11/07/1996 05:43PM
Added	PIVDFLT.DLL	1.186	267K	08/15/1996 11:46AM
Added	PIVLOC.DLL	1.2	11K	08/15/1996 11:46AM
Added	PIVROLL.DLL	1.214	227K	07/30/1996 05:27PM
Added	PIVPERM.DLL	1.33	25K	08/15/1996 11:46AM
Added	PIKTIFF.DLL	1.164	57K	09/03/1996 04:18PM
Added	hpscaner.dll	2.6	11K	07/10/1996 03:31PM
Added	msvcrt10.dll	N/A	11K	05/20/1994 10:00AM

System Spy compares your hardware, software, system files and performance. You'll be able to choose a category and then look for items that have changed, been added or deleted, or just view a complete snapshot. System Spy also gives you the ability to compare from saved snapshots, so you can compare your system's changes any way you like.

---

## Active-Update

CheckIt has the capability of updating itself over the Internet as updates become available. If you have CheckIt version 5, you will be able to receive updates to the program. If you purchased CheckIt Professional Edition, you'll also receive updates and free upgrades for one year from date of purchase. Upgrades may include new tests, new system information and/or new tools.

Active-Update is available in the **Tools** section of the Content Bar (#12 on the Welcome Screen illustration).

Pressing the *Check For Updates* button will bring up your 32-bit Internet Dialer which will automatically connect to the TouchStone CheckIt server. (If you select the *Check for Updates* button and your dialer does not start automatically, you will have to manually start your dialer program and Internet connection). You will be informed if there are any updates or upgrades available for your program when you connect. The CheckIt server will analyze your CheckIt software and check the versions of each of CheckIt's components.

If updates are available, CheckIt will install them for you when you press the Download button. CheckIt will automatically close, make the changes, and restart to activate the new features.

You also have the ability to undo an update. This can be done by left-clicking on the Undo Update button on the Active Update screen, or by left clicking on the Undo Update icon in the CheckIt program group.

---

## Save & Restore Critical System Files

One of the most important things you can do with CheckIt is save a copy of your critical system files. The CheckIt **ToolBox**, discussed later, can do this for you automatically. However, you can also save and restore these files manually. Both **Save Critical Files** and **Restore Critical Files** are located in the **Tools** section of the Content Bar (#13 on the Welcome Display illustration).

CheckIt will compress and save these files automatically and place them in a default directory. You have the ability to change the default directory.

To restore previous system files, simply go to **Restore Critical Files**. Select the backup set to be restore from, and then select the specific files to be restored and press the “**Restore Now**” button. Choosing the most recent file (before you experienced a problem) is usually a good idea. Older system files may not reflect changes you’ve made to your system since the file was saved.

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## CheckIt Help

The CheckIt Help section is located on the Content bar under the Tools bar. This section offers you a variety ways of giving you help with the CheckIt program.

**Launch e.Support:** During the installation of Checkit an e.Support group was created in the Program group. An icon that will start the e.Support program was also placed on your desktop. e.Support can also be accessed from the Help menu in the menu bar. For further information about using the e.Support program, please read Appendix C Using e.Support.

**FindIt:** FindIt will allow you to search for a specific word throughout CheckIt’s System Information displays. To use FindIt, just type in word and FindIt will take you to the area in CheckIt that contains your search results.

**Help Topics:** The Help File system contains detailed information that is not covered in the CheckIt QuickStart guide.

**How To Use CheckIt:** The How To Use CheckIt icon will launch the CheckIt program’s Tutorial on how to use the CheckIt program.

**Versions:** Versions displays current modules the CheckIt program is using.

**TouchStone Web Site:** Offers quick access to TouchStone Software's website, <http://www.touchstonesoftware.com>, through your default web browser.

# Chapter 4

## Using ToolBox

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### What is the ToolBox?

The ToolBox offers an easy way to perform the following tasks.

- Automatically back up critical system files
- Automatically run a daily QuickCheck
- Save a system SnapShot
- Launch CheckIt

### Displaying the ToolBox

There are two ways to display the ToolBox.

1. Double-click CheckIt's ToolBox application icon on the taskbar (a white circle with a red checkmark in the system tray).
2. Click on the ToolBox icon located in the system tray with the right mouse button. When the pop up menu appears click on *Show ToolBox* with your left mouse button.

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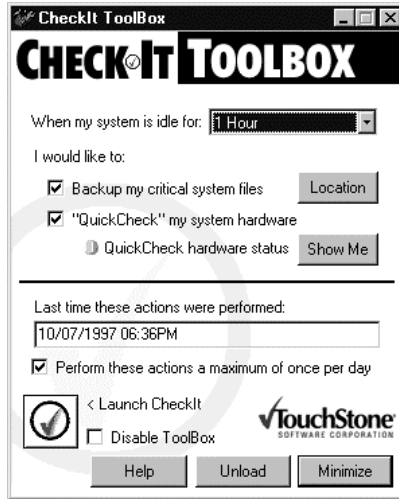
### Setting up ToolBox

Follow these steps to have ToolBox automatically backup your critical files and run a daily QuickCheck. On the ToolBox screen:

1. In the box next to *When my system is idle for* choose from a drop down list the amount of idle time there should be before the program performs the required tasks.
2. Put a check in the *Backup my critical system files* box, and the *QuickCheck my system hardware* boxes to enable these functions during system idle times.

The program will wait until the system has been idle for the amount of time selected, and then perform the request tasks. When the program is in

automatic mode it will only backup your critical systems files once per 24 hour period.



## Backing up critical system files

There are two ways to backup critical files using CheckIt's Toolbox:

1. Toolbox can do it automatically for you, described earlier in the chapter.
2. Click on the Toolbox icon with the right mouse button. When the pop up menu appears click on *Backup System Files Now* with your left mouse button. A dialog box with progress indicator will be displayed showing the name of the files and backup progress.

## Disabling the Toolbox

There are two ways to disable CheckIt's Toolbox:

1. By putting a checkmark in the *Disable Toolbox* box on the main Toolbox screen.
2. Click on the Toolbox icon with the right mouse button. When the pop up menu appears click on *Disable Toolbox* with your left mouse button.

Automatic functions will be disabled when you disable the Toolbox.



## Launching CheckIt from the ToolBox

There are two ways to launch CheckIt from the ToolBox.

1. Click on the **Launch CheckIt** button located in the lower right corner of the ToolBox.
2. Click on the ToolBox icon with the right mouse button. When the pop up menu appears click on *Launch CheckIt* with your left mouse button.

# **Appendix A - DOS Restore**

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## **DOS Restore**

DOS Restore permits you to quickly restore your Windows system files from DOS when you can't run Windows.

When your system does not work correctly because of software or hardware installations, you can return your system to working condition by replacing your system files with a known working configuration.

There are two types of restore in CheckIt:

1. The Windows restore "Restore Critical Files" is located in the Tools section of CheckIt.
2. The DOS restore "Restore" located in the "C:\TSC\CHECKIT" directory permits you to restore your system files and get Windows working again.

## **Using DOS Restore**

1. Exit to DOS or boot your system to the DOS prompt. To boot to the DOS prompt, Press the F8 function key while the system is booting, this will display the Windows Startup Menu and Choose "Command prompt only".
2. When the "C:." prompt is displayed, change to the CheckIt directory.
3. Type "Restore" and press Enter.
4. The program will display a small splash, screen press OK.
5. The program will then display a list of the files that are available. The files are displayed most recent to oldest. Select the file you wish and press enter.
6. Confirm your Windows directory and press OK.

7. Select the file(s) you want to restore and press OK. The most important Windows files are SYSTEM.DAT and USER.DAT. These two files contain the Windows configuration information. The WIN.INI, SYSTEM.INI, and PROTOCOL.INI are used by Windows 95 for compatibility with older Windows 3.X programs. The remaining files are used for DOS.
8. The selected files will replace the current files and at the end of the process display a dialog box with the results.
9. Exit the program and re-boot the system.

# ***Appendix B - CheckIt 4 for DOS and Fat 32***

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## **Using CheckIt 4 for DOS with Fat 32.**

When you boot your system using the CheckIt 4 DOS disks, you will not be able to see or use drives that use Windows 95's 32-bit File Allocation Tables.

To use your CheckIt 4 DOS diskettes on a system that uses a FAT32 file system, please follow the steps below.

1. Create a Windows 95 Start Up disk. (If you do not know how to perform this step, please consult your Windows 95 manual).
2. Boot up your computer system using the Windows 95 Start Up disk.
3. Once you have an A: Prompt, then insert whichever CheckIt disk you are going to use in the floppy drive, and start the program. This will allow you to use the CheckIt 4 for DOS diskettes to test a computer system using a FAT32 file system.

# **Appendix C - e.Support**

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## **Using e.Support**

With the new e.Support<sup>®</sup> program, (which comes pre-loaded with CheckIt for Windows 95), you'll enjoy universal, electronic access to thousands of hardware and software vendors for all your service needs -- 24 hours a day, seven days a week! Whether you need technical assistance, want to ask a "how to" question, need additional product information, or just want to register new software, e.Support makes it easy. The only thing you need is a modem. Once you're plugged in, e.Support opens the door to fast, easy technical support.

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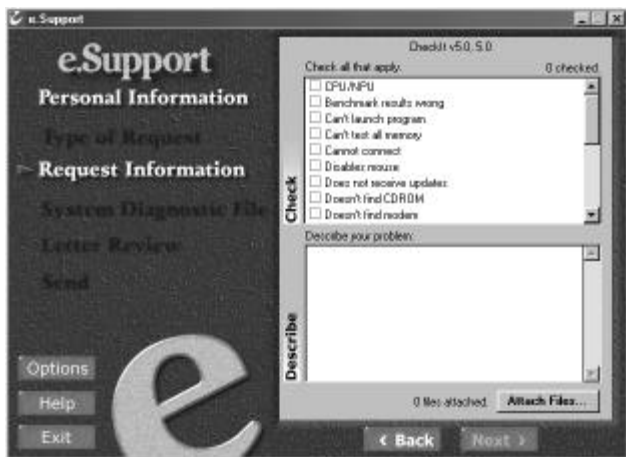
## **Running e.Support**

e.Support can be launched from CheckIt by using the e.Support menu item under the Help menu on the CheckIt Toolbar. You select the type of inquiry you want to make. Let's assume you wish to enter a Problem report and you have already registered the product. The Problem report screen would be presented. If you have not registered, the program will guide you to fill in the required contact information prior to presenting the requested screen.

There are 5 request choices under e.Support, you can choose the type of request that you are going to send:

1. "Problem Report": typically used to get help for a problem.
2. "How To" Question": Ask a vendor how to perform a certain task.
3. "Information Request": get details on a given product or vendor.
4. "Customer Feedback": state any comments or suggestions to a vendor.
5. "Product Registration": where you can register the product.

The menu also has another choice "Check for Reply". This permits you to check if you received a reply to a previous request.



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