



# CleanSweep™ 95

## REVIEWER'S

## GUIDE

Quarterdeck Corporation

13160 Mindanao Way, Third Floor

Marina del Rey, California 90292

Phone: 310-309-3700

Customer ordering: 800-683-6696 Fax: 813-532-4222

Additional information can also be found:

Quarterdeck's Web site: <http://www.quarterdeck.com>

Mail requests to [info@quarterdeck.com](mailto:info@quarterdeck.com)

Quarterdeck's BBS: 310-314-3227

Quarterdeck's forum on CompuServe: type GO QUARTERDECK



# TABLE OF CONTENTS

**UNINSTALLER AND CLEANUP PROGRAMS — WHAT, WHO AND WHY..... 2**

WHAT IS CLEANSWEEP 95?.....2

WHY IS CROSS-PLATFORM COMPATIBILITY IMPORTANT?.....2

WHAT IS AN UNINSTALLER PROGRAM? .....2

WHAT IS A CLEANUP PROGRAM? .....2

WHO NEEDS AN UNINSTALLER PROGRAM? .....3

WHY IS AN UNINSTALLER PROGRAM SO VITAL FOR WINDOWS 95 USERS?.....4

WHY NOT JUST REMOVE THE UNWANTED FILES THROUGH WINDOWS 95'S ADD/REMOVE PROGRAMS CONTROL PANEL OPTION?.....4

WHY NOT JUST REMOVE THE UNWANTED FILES THROUGH THE DOS COMMAND LINE INTERFACE?.....5

WHY NOT JUST USE A WINDOWS 3.X UNINSTALLER UTILITY? .....5

WHY DO USERS NEED CLEANUP CAPABILITIES IN AN UNINSTALLER PROGRAM? .....6

*Windows 95 Upgrade* ..... 6

*Testing New Applications*..... 7

*Dealing with 16-bit (Windows 3.x) Applications*..... 7

**CLEANSWEEP 95 — QUARTERDECK'S TOTAL CLEANUP PROGRAM..... 8**

IS CLEANSWEEP 95 THE ONLY PROGRAM WITH UNINSTALLER FUNCTIONS? .....8

WHAT ARE THE MOST IMPORTANT ISSUES FOR USERS OF UNINSTALLER PROGRAMS? .....8

HOW DOES CLEANSWEEP 95 ADDRESS THE SAFETY ISSUE? .....8

HOW DOES CLEANSWEEP 95 PROVIDE COMPLETE UNINSTALLATION OF PROGRAMS?.....10

HOW DOES CLEANSWEEP 95 HANDLE OTHER TYPES OF FILES? .....10

WHAT ABOUT NETWORK SUPPORT?.....12

HOW DOES CLEANSWEEP 95 ADDRESS THE SPEED ISSUE?.....12

IS CLEANSWEEP 95 THE ONLY UNINSTALLER PROGRAM THAT IS FULLY COMPATIBLE WITH ALL OF WINDOWS 3.X, WINDOWS 95 & WINDOWS NT?.....12

IS CLEANSWEEP 95 THE ONLY UNINSTALLER UTILITY ON THE MARKET SPECIFICALLY DESIGNED FOR WINDOWS 95?.....13

WHAT BENEFIT DOES CLEANUP PROVIDE FOR A USER?.....13

IS CLEANSWEEP 95 THE ONLY UNINSTALLER PROGRAM WITH CLEANUP FUNCTIONS FOR WINDOWS 95 ON THE MARKET?.....13

IN A NUTSHELL, WHAT ARE THE MOST IMPORTANT DIFFERENCES BETWEEN CLEANSWEEP 95 AND OTHER UNINSTALLER PROGRAMS ON THE MARKET? .....13

## **Uninstaller and Cleanup Programs — What, Who and Why**

This section explains:

- Importance of cross-platform capability
- What an uninstaller program is
- What a cleanup program is
- Who needs one . . . and Why

If you know this information already, skip now to page 8:

CleanSweep 95 — Quarterdeck's Total Cleanup Program.

### **What is CleanSweep 95?**

CleanSweep 95 is the Windows 95 uninstaller program with unique cleanup ability from Quarterdeck Corporation, the company that invented both windowing programs and memory management products for DOS-based computers.

### **Why is cross-platform compatibility important?**

We live in a world of “many” Windows. The corporate user and the network administrator will typically deal with some combination of Windows 3.x machines, Windows 95 machines, and Windows NT. So also must the uninstaller and cleanup program deal with all or any combination of these Windows. CleanSweep 95 is built for the real world of many Windows. Its tools are ready to handle all Windows uninstall and cleanup activities. To be less than “multi-Windows” capable would be a considerable drawback in the corporate environment. Only a 32-bit program like CleanSweep 95 can offer this cross-platform support.

For the home and the SOHO setup, a multi-platform utility is ready to migrate to another Windows environment whenever the user is ready. Because CleanSweep 95 is a 32-bit program, it offers the flexibility of choice.

### **What is an uninstaller program?**

An uninstaller program is a utility that removes unwanted files from the hard disk. The files most frequently needing removal are:

- unwanted programs
- unused files
- duplicate files
- unnecessary system components

An uninstaller program is useful by itself for hard disk management. When combined with a cleanup program, an uninstaller utility provides a more complete solution for disk and file management.

### **What is a cleanup program?**

A cleanup program makes the best use of hard disk space by providing program and file management. A total cleanup program makes usable, tidy collections of programs and files and gives the user options for archiving or relocating them.

Cleanup goes well beyond a simple uninstaller utility. It includes sophisticated and automated tools to

- backup programs and files
- archive less-frequently-used files into compressed, space-saving packages
- move programs and files from one location to another, whether on a local machine or a network
- transport programs and files from one machine to another via removable media
- restore these collections of programs and files, wholly or partially
- remove both server and workstation elements of a networked program

## Who needs an uninstaller program?

More than 85% of home users and 65% of business users add and remove software from their computer systems regularly: They need an uninstaller program.

Most business users are on the constant search for new software solutions. They regularly spend time looking at demonstration disks and evaluating new programs. Eventually all this material clutters up Windows.

Like the business user, most home users frequently install software: new games, new productivity software, and multimedia titles for personal and professional use. Add to this the dramatic increase in the use of on-line services, BBSs and the Internet which has opened up to home users a plethora of shareware and freeware programs, clip art and other graphical images, and informational text files, and it doesn't take long before the home user finds the hard disk clogged with tryouts and downloads that eventually seem to be of marginal value or may only be used seldom.

When a software product — particularly a Windows program — is installed, it usually installs in multiple locations and may make changes to the user's configuration files. While large commercial software publishers often include an uninstall module, developers of freeware and shareware are less likely to do so, and anyway, just uninstalling may not be enough: The user may want to keep the custom settings, too.

## Why is an uninstaller program so vital for Windows 95 users?

First, just upgrading from Windows 3.x almost invariably leaves the user with megabytes of dead weight sitting on the hard disk. Dozens of files left over from previous versions of Windows (including DOS and Windows device drivers, initialization (.INI) files, dynamic link libraries (.DLLs), fonts, screen savers and wallpaper) can take up invaluable disk space. To complicate matters, while most of these files are no longer needed or used by Windows 95, some (such as fonts) are still useful for Windows 95 and simply removing old Windows directories can have unpleasant, even fatal, consequences.

Second, users migrating to Windows will also begin upgrading or replacing their older 16-bit applications with Windows 95 versions. The accumulation of unused older software will gobble up hard disk space and slow down performance unless the user uninstalls it properly.

Third, application developers consistently add features and functions to their products, greatly expanding the size of the installation. In fact, programs are increasing in size *much* faster than people or businesses are increasing their disk storage capacity. And Windows 95 applications are larger than ever with the result that fewer applications will fit on the average hard disk than did three years ago. Users will by necessity have to start uninstalling some programs just to ensure they have enough disk space for their most-needed programs.

Fourth, application software has been plummeting in price and people are taking advantage of the trend by buying more different titles. But not every "good deal" or latest and cheapest game title proves itself worthwhile. The user needs a tool for removing those purchases.

Finally, Windows programs are built, at least in part, from collections of functional components, typically using several dynamic link libraries (DLLs) and Visual Basic custom controls (VBXs). DLLs can contain program code or other kinds of resources such as icons, bitmaps, and dialogs, and can be used by one or more applications at the same time. (In fact, Windows itself is principally composed of a large collection of DLLs.) Programming tools for Windows include copies of useful (and sometimes very large) DLLs that can be distributed as part of the finished application.

While the installation routines for some products are intelligent enough to check the system for pre-existing copies of common (so-called "shared") DLLs, some installation routines are not so bright and simply load the hard disk with yet another copy. This quickly fills up valuable space with redundant files.

## Why not just remove the unwanted files through Windows 95's Add/Remove Programs Control Panel Option?

The new Add/Remove control panel option in Windows 95 is typically useful only for removing Windows 95-specific applications published by leading vendors. Many programs currently on PCs are not supported by this Add/Remove function.

Windows, in all versions, stores information about system configuration in a database called the Registry. The "Add/Remove Programs" option stores and retrieves configuration and installation information in the Registry. This does make it easy to remove Windows 95-compliant programs because the Add/Remove Programs runs a vendor-provided program that "knows" where all the installed components are and how to remove changes to the system configuration.

But there are some critical limits to the control panel option's usefulness, especially in these early days of Windows 95.

- A Windows 95 product must declare itself explicitly to the Registry at installation time. (If the product did not do this, the Add/Remove option would not know how to remove the program; thus Registry support is required for certified Windows 95 logo compliance.)
- DOS and Windows 3 programs do not support this new feature of Windows 95. Even Windows NT programs may not provide this type of support.
- Public domain and shareware programs are less likely to provide proper Add/Remove compliant uninstall routines.

## Why not just remove the unwanted files through the DOS Command Line Interface?

It is possible to remove unwanted files by manually searching the subdirectories and erasing the files one at a time. Several critical problems come with this approach. Fortunately, *only one of them is fatal*.

The first critical problem is that it is difficult to find all of the files that a Windows application has placed on the hard drive. Windows applications may install program or data files all over the place—in its own directory, in subdirectories below that directory, in the \WINDOWS directory, in the WINDOWS\SYSTEM directory and so on. The \WINDOWS and WINDOWS\SYSTEM directories in particular are quickly cluttered with a maze of bits and pieces from different programs. Without any way to know which files go with which applications, the user cannot find the appropriate files to remove. Just deleting an application's directory does not solve this problem.

The second problem occurs when the user does successfully remove a program's associated files only to find unpleasant ERROR messages when the system is restarted. This happens because the WIN.INI, SYSTEM.INI, and other configuration files may still contain references to files that are now missing from the hard drive. These system files need to be edited. To make this a bit more onerous, the user's shell will contain groups and icons associated with the deleted files, and these must be tidied up as well. Finally, the Startup group may also contain references to programs that have been removed, again causing error messages at startup time.

The most severe problem, which can be fatal, is that the user makes a mistake and deletes the wrong file, perhaps even a file that was used for the now-deleted application but is still needed by Windows 95 or by other applications. These applications may now do nothing more than supply Error Messages when the user tries to run them or worse yet, Windows itself may not be able to start up. Either scenario requires reinstallation and reconfiguration.

Clearly the old hunt-and-peck method of deletion is too risky as well as too tedious. The safer and easier way to recover and manage hard disk space is with a complete uninstaller program that will handle it all, from the outdated demo to the redundant old software to the latest 32-bit application.

## Why not just use a Windows 3.x uninstaller utility?

The generation of uninstaller programs designed for Windows 3.x may not be able to remove 32-bit applications without wreaking havoc with the Windows 95 system. Older uninstaller products do not support Windows 95's long file name conventions and generally cannot handle the new Windows 95 Explorer Shell and Registry extensions.

Moreover, uninstalling a program is not a full solution: The user can achieve far more with a total cleanup program.

## Why do users need cleanup capabilities in an uninstaller program?

Gone are the days when programs, once installed, could be left on the hard disk and ignored, even if seldom used. Gone also are the days when users limited themselves to just one hard disk and a box of floppies. Users now have choices: Move the seldom used program off the disk and click it right back with the same setup whenever it is need. Or move a program to another hard disk on the same PC or elsewhere on the network or to the laptop. The job of a cleanup program is to make these choices really work.

### **Windows 95 Upgrade**

Most users will upgrade to 95 from Windows 3.x and will follow the advice of many reviewers to install Windows 95 to a directory different from the Windows 3.x installation. While potentially safer, this install strategy also leaves many megabytes of redundant or completely useless files on the hard drive. Moreover, while the Windows 95 installation will recognize and use some of these components, many users may prefer older versions of some components — the Program Manager, for example. While deleting some of the Windows 3.x components might make for immediate space gains, many people will want the option to re-install items selectively as Windows 95 goes through repeated early revisions.

### **Testing New Applications**

In the wake of Windows 95's release, people will be trying out lots of new applications.

Home users and SOHO (Small Office-Home Office) users will buy and download all kinds of inexpensive utilities and helper programs, in many cases looking to recreate the functions and capabilities that their Windows 3.x environment had. As they experiment with these new solutions, they will need to set some aside in order to evaluate others. A cleanup program makes this easy and safe to do. When it's time to "bring back" the best-found software, the cleanup program makes restoration just a click away.

In many corporate sites, end-users and managers will install a program, configure it, try it out, and then put it away so that another person in the organization can legally install and test the software. This threatens to leave lots of "orphans", stray program components that are removable. A capable uninstaller utility can find and get rid of this stray clutter, and reclaim useful disk space—but at this point the program is gone, and must be reinstalled from scratch. A cleanup program can file away a program in compressed form, leaving it ready for a quick reinstallation, with all the preferences set by the user still intact.

### **Dealing with 16-bit (Windows 3.x) Applications**

Most users are going to begin their Windows 95 experience with a host of favorite 16-bit applications still in place. As budgets and availability of 32-bit programs permits, these users will migrate to full 32-bit applications. While an uninstaller utility can effectively dispose of older programs, only a cleanup program can *coherently manage* them, preserving the code, data, and configuration of the program, but minimizing wasted space on the hard drive. A cleanup program does this by providing the ability to archive programs (including their data and user preferences) to floppies, to a local hard drive, or over a network to a file server, or transport them to another machine. The cleanup program can easily create a backup of the program without deleting it, allowing all of the aspects of the program — including its configuration — to be restored in the event of a system failure. The cleanup program also provides a log of its activity, which can further aid the user in tracking and organizing his system.

## CleanSweep 95 — Quarterdeck's Total Cleanup Program

### Is CleanSweep 95 the only program with uninstaller functions?

No. Several programs currently offer uninstaller capabilities although, at this time, only Quarterdeck has a product designed specifically for Windows 95. The others are all for 16-bit Windows and cannot safely be used to uninstall 32-bit (Windows 95) programs.

Each of the 16-bit uninstaller programs has strengths. The three most popular ones are CleanSweep 95, MicroHelp's Uninstaller 3, and Vertisoft's Remove-It 2. While each is designed to perform the removal of unwanted files, each takes a different approach and represents different view of what is most important.

However, CleanSweep 95 cannot be compared with these programs, since it is, at this writing, the only one that can address the 32-bit file system.

And that isn't a light matter. Consider this public statement by a Vertisoft official made in a Ziff-Davis conference on uninstallers in mid-September 95:

“[Remove-It] was not designed specifically to handle Windows 95 and 32-bit apps. We realize the enormity and significance of 32-bit apps and the Registry and will address that in a true Windows 95 version.” Jim Aspinwall, Vertisoft

### What are the most important issues for users of uninstaller programs?

Quarterdeck's customer research indicates the three most important issues by far for most users interested in uninstaller software are: Safety, safety and safety.

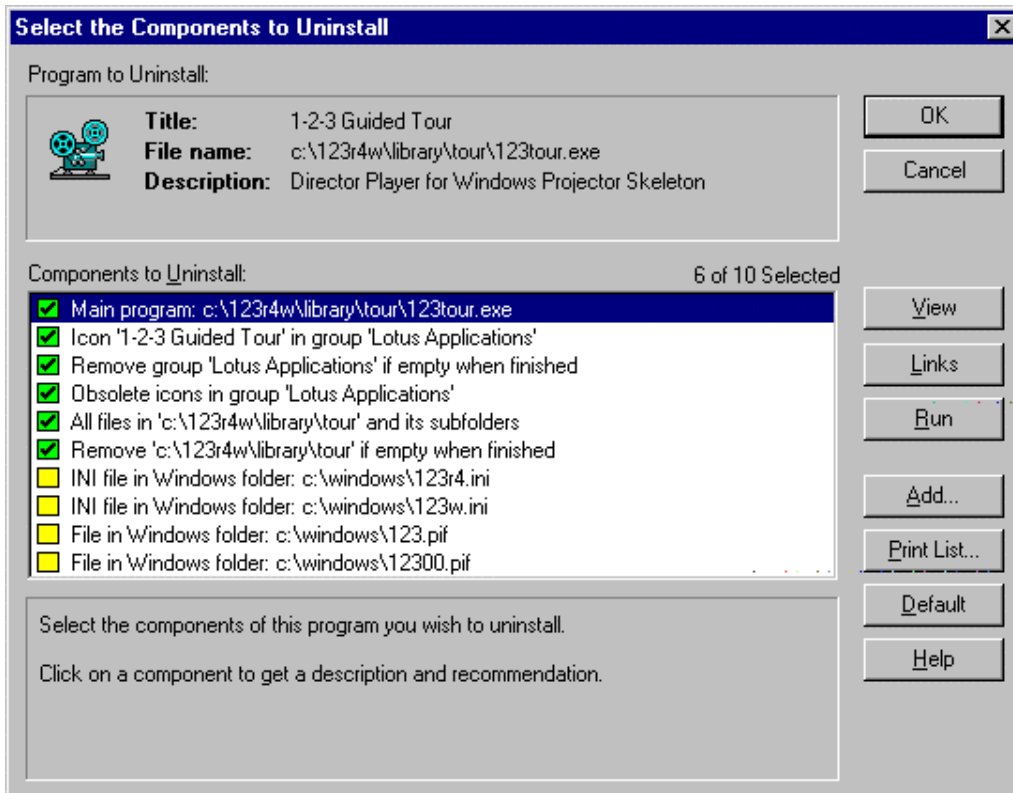
More than anything else, users do not want the uninstaller product to crash their system or to remove files that, once removed, disable application programs or Windows itself.

Research indicates the second most important factor to users is completeness — how many of an application's files the uninstaller utility will remove. Third in line of user interest is speed—how quickly the product works.

### How does CleanSweep 95 address the safety issue?

Balancing between safety and thoroughness by necessity involves compromises. In order to fulfill the most important priority of its users, CleanSweep 95 has been designed to be the safest of all uninstaller products. CleanSweep 95 accomplishes this in several ways:

- CleanSweep 95's Wizards lead the user through the uninstallation of programs in an orderly and conservative way. The user can always “power up” the uninstalling decisions, but the wizard selections default to the safer options.
- By default, the user is prompted to permit CleanSweep 95 to make a DOS-accessible, PKZIP-compatible backup of the program or component that is about to be deleted.
- CleanSweep 95 allows the user to view a list of the actions that it is about to perform. The user interface uses color and clear, understandable text to suggest whether a file is a good candidate for deletion. The explanation describes what the component does, identifies its relationship to other programs, and provides a recommendation in plain English.



- The View button in the Uninstall Wizard allows the user to check the contents of files that are candidates for deletion.
- When CleanSweep 95 is installed, its SuperLinks technology creates a database of the relationships between executable files (.EXEs) and dynamic link libraries (.DLLs). This database is refreshed every time the user starts CleanSweep 95.
- CleanSweep 95's configuration files include references to crucial DOS and Windows system files. Entries in the [ProtectIf] and [ProtectAlways] section of the CLNSWEEP.DAT file simply cannot be deleted by CleanSweep 95, even if a user manages to check the item in the View dialog.

## How does CleanSweep 95 provide complete uninstallation of programs?

Completeness, in this context, means the number of an application's installed files an uninstaller program will find and safely remove, and the amount of disk space saved. CleanSweep 95 has several approaches that guarantee a thorough and safe uninstall:

- CleanSweep 95's Installation Monitor, by default, is loaded in background and watches for the launch of any setup or install events. CleanSweep 95 then monitors this activity and logs it. CleanSweep consults this log when asked to uninstall any such monitored program.  
If the Installation Monitor has been disabled, the user can choose to enable it immediately before installing a new program.
- For programs that were installed before CleanSweep 95 or that were installed when the Installation Monitor was inactive, CleanSweep 95 includes Helper Technology, a database of information about popular Windows applications. Using the information in this library, CleanSweep 95 removes every single program-specific file. Quarterdeck constantly updates the helper library with information about new and upgraded programs, and users can update their helper library free of charge by downloading it from Quarterdeck's bulletin board. This means even active users who frequently install new programs and then need to remove them can have the most current lists of application components.
- CleanSweep 95 also uses SuperLinks, a technology that is the basis for the Redundant DLL Finder option. As noted above, DLLs and VBXs can be used by more than a single program, a situation which poses a particular challenge to uninstaller products. A DLL should not be removed if it is used by any program other than the one being uninstalled. Conversely, if any programs that use the DLL remain on the disk, the uninstaller program must be careful to preserve the DLL. Fortunately, dependency data is stored inside program files (EXEs and DLLs) in an area called the file header. When CleanSweep 95 starts, it reads each program file and makes an entry into the SuperLinks database for each DLL that the program uses. Note that DLLs themselves frequently depend upon other DLLs, and so CleanSweep 95 enters these into the SuperLinks database as well. When the user removes a program, CleanSweep 95 consults the database to guarantee that the appropriate files—and only the appropriate files—are deleted. This feature is not unique to CleanSweep 95; however, CleanSweep 95 is unique in that the file scanning process runs automatically and, if desired, in the background. Other programs with this sort of feature typically require the user to activate it.

## How does CleanSweep 95 handle other types of files?

- CleanSweep 95's Duplicate File Finder searches local, network, and removable drives for files that match on name alone, or on other criteria such as date, time, and size.
- The Unused File Type Finder scans the hard drive for many files that are commonly obsolete or forgotten. These file types include
  - compressed archives
  - backups
  - display drivers

- DOS batch files
- obsolete DOS and Windows support files
- fonts (both used and unused)
- graphic files
- help files
- lost cluster files
- multimedia files
- screen savers
- setup files
- temporary files
- text files
- various files
- wallpapers
- custom file types designated by the user

After scanning the hard drive briefly, CleanSweep 95 displays lists of files organized by file type. An overview window shows the number of files found, the total amount of space taken up on the drive, and a safety level. The detail window below the overview window displays the size, date and time of the file, and (if CleanSweep 95's file usage monitor has been active) the number of times the file has been accessed. The user can, therefore, assess exactly the importance of a given file.

CleanSweep 95's File Usage Monitor runs in the background on a user's system to support the Low File Usage Finder. This module can display files sorted by size, access count, last access date, and last change date. From this screen, the user can easily determine the usefulness of a given file.

## What about network support?

Every copy of CleanSweep 95 comes with complete network support, including CleanSweep 95's exclusive "Network Decoy" feature. Network versions of many software packages install some components on the network file server, and other components on the workstation. When a product shared by multiple users is removed from the network server, CleanSweep 95 replaces the program on the individual PCs with a dialog informing the user that the product has been deleted. When the local user consents, CleanSweep 95 removes associated files from the workstation.

The Duplicate File Finder, Redundant DLL Finder, and Orphan File Finder features are all able to find unneeded files on local or network drives.

There is no extra cost associated with CleanSweep's network support.

## How does CleanSweep 95 address the speed issue?

Speed is less important than safety and completeness to most users as uninstaller programs tend to be run intermittently rather than every day.

The first time CleanSweep 95 is run after it has been installed, it scans the hard drive and logs information on the files that it finds. This process generally takes a couple of minutes depending on the size and speed of the hard drive and the speed of the processor.

CleanSweep 95 also scans the disk each time it is started up, but after the first time, the process is a good deal quicker. CleanSweep 95 uses 32-bit code to scan the drive, giving it a significant speed advantage over 16-bit products.

While absolute speed is important, the design of the program is also a key factor to ensure that total cleanup operations are done efficiently and effectively. This is where CleanSweep's superior, third-generation design makes the difference.

## Is CleanSweep 95 the only uninstaller program that is fully compatible with all of Windows 3.x, Windows 95 & Windows NT?

Yes. The CleanSweep 95 package contains both a 16-bit version (for Windows 3.x) and a 32-bit version (for Windows 95 and Windows NT)<sup>1</sup>. This full compatibility can be vitally important to larger customers who have two, or even all three environments to manage. A majority of large organizations have networks of mixed environments, and the ability to use a single tool to manage storage coherently across platforms is a great productivity-booster.

This full compatibility offers the home user and the SOHO user the freedom to migrate to another Windows system without having to worry about the appropriateness of the uninstaller and cleanup program.

CleanSweep 95 is ready to go whenever the user is.

---

<sup>1</sup> Early shipping editions include built-in support for the Windows 95 platform and a courtesy copy of CleanSweep Version 1 to enable upgraders to make more space. An update expected in early November 1995 will add CleanSweep 95 support for both Windows 3.1 and Windows NT in the box; the earlier buyers may request the free update.

## Is CleanSweep 95 the only uninstaller utility on the market specifically designed for Windows 95?

Announcements made to the press indicates there should be a competitor within a few months of Windows 95 release.

## What benefit does Cleanup provide for a user?

Cleanup provides extra file-management capabilities to users by adding the ability to compress and package files that are not currently needed. CleanSweep 95 compresses the files for safe-keeping. Then the user can manage these compressed files by:

- **deleting** them completely
- **backing up** the files to any location
- **archiving** them so they can be brought back with a mouse click
- **moving** them to another location on a local drive or the network
- **transporting** them onto another machine such as a laptop

## Is CleanSweep 95 the only uninstaller program with cleanup functions for Windows 95 on the market?

Yes. Moreover, CleanSweep 95 conforms fully to the Windows 95 model. The most useful functions in the program are built around "wizards" — a set of training wheels that takes users through the required steps in order, accompanied by appropriate on-line help for each step. CleanSweep 95 features full compatibility with the Add/Remove option in the Windows 95 Control Panel while greatly extending its usefulness.

## In a nutshell, what are the most important differences between CleanSweep 95 and other uninstaller programs on the market?

- Cleanup Features
- Windows 95 Support
- Safety
- Thoroughness
- Ease of Use
- Network Support

Quarterdeck is a registered trademark and CleanSweep and the "Q" symbol are trademarks of Quarterdeck Corporation. All other brand and product names are trademarks or registered trademarks of their respective companies.