DriveCleaner



User's Manual

Website: www.drivecleaner.com
Email: support@drivecleaner.com

DriveCleaner License Agreement

The License Agreement given below is only an excerpt from the original one found in the **DriveCleaner** setup file. Here are some important extracts from the License Agreement. The full version of the License Agreement is available on our website.

1. LICENSE

DriveCleaner (hereinafter referred to as "the Software"), which this license accompanies, is the property of **DriveCleaner Inc.** or its licensors and is protected by copyright law. While **DriveCleaner Inc.** continues to own **DriveCleaner**, you will have certain rights to use **DriveCleaner** after you have accepted this License. This License governs any releases, revisions, or enhancements to **DriveCleaner** that **DriveCleaner Inc.** may furnish to you. Your rights and obligations with respect to the use of the Software are as follows:

YOU MAY:

A. Use one copy of **DriveCleaner** on one (1) single computer;

B. Make one copy of **DriveCleaner** for archival purposes, or copy **DriveCleaner** onto the hard disk of your computer and retain the original for archival purposes.

C. Use **DriveCleaner** on a network provided that you have a licensed copy of **DriveCleaner** for each computer that can access **DriveCleaner** over that network; and

D. After the written permission from **DriveCleaner Inc.** transfer **DriveCleaner** on a permanent basis to another person or entity provided that you retain no copies of **DriveCleaner** and the transferee agrees to the terms of this License.

YOU MUST NOT:

A. Copy the printed documentation, which may accompany **DriveCleaner**.

B. Sublicense, rent or lease any portion of **DriveCleaner**; reverse engineer, decompile, disassemble, modify, translate, make any attempt to discover the source code of **DriveCleaner**, or create derivative works from **DriveCleaner**;

C. Use a previous version or copy of **DriveCleaner** after you have received a disk replacement set or an upgraded version. Upon upgrading the software, all the copies of the prior version must be destroyed.

D. Use a later version of **DriveCleaner** than the one is provided herewith unless you have purchased upgrade insurance or have otherwise separately acquired the right to use such later version.

E. Use, if you have received the Software distributed on media containing multiple **DriveCleaner** products, the Software on the media for which you have not received a permission, nor

F. Use **DriveCleaner** in any manner not authorized by this License.

2. REFUNDS POLICY

A. Refund issue will not be considered if a Supporter Tool log has not been submitted. The Supporter Tool will let the Technical Department analyze all possible issues, find reasons, and provide solutions for them.

B. You should contact our Customer support service for any troubleshooting. In order for the customer to be entitled to claim a refund, he or she must inform the Customer support service when the customer's system crashes for any reason. If the support team

is not contacted, a refund will **NOT** be made. The Supporter Tool reduces all problems to technical difficulties, which will be researched and solved. **DriveCleaner Inc.** is not responsible for any help the customer gets from third party technicians. Also, any customer's actions are taken at his or her risk.

C. Some of our products may be unsuited to run with other software. We have the right to uninstall the products that are incompatible. We will notify our customers before uninstalling such products. A customer **CANNOT** claim a refund for the reason of the requisition or removal of the conflicting software. Coexistence of some products may lead to many unsatisfactory effects as well as slow the customer's system. That is why to use **DriveCleaner** you should uninstall the products that represent risk to the system.

D. Customers **CANNOT** demand a refund on the Software if the problem is not related to the Software. We declare the functionality of all the software we sell. Refunds will not be granted on the grounds that the Software does not perform any function it has not originally been intended to. The troubles that the customer faces can be related to the interaction of the Software with different systems or other software. **DriveCleaner Inc.** is not responsible for any harmful interactions. In this case the Technical department will analyze the customer's system data and suggest possible reasons for the problem.

E. We are not liable if the customer's system has been restored or repaired, and a refund will NOT be made in such a case. Sometimes protection-related **DriveCleaner** becomes unable to operate on overloaded and damaged systems. In such cases, **DriveCleaner Inc.** is not responsible.

F. DriveCleaner Inc. cannot be held responsible for any actions taken by the customer when not using our software.

G. If the customer has problems when downloading **DriveCleaner** he or she may contact our customer support service, which will provide them with an alternative method within 72 hours after the complaint has been filed. The demand for a refund will **NOT** be considered without the Software installation and a seven-day trial procedure.

H. A partial refund for defective **DriveCleaner** is possible for processing in the case of bundled purchase. The refund cannot be given because of wrong or improper software settings. Instructions on correct settings are given in the manual and can also be requested through the official website dedicated to the Software or the Customer Support Service.

Welcome to DriveCleaner!

DriveCleaner is a very handy application that safeguards your privacy by permanently wiping out all traces of unwanted information. Windows and other programs store information on your computer activities, thus making possible for just anyone to access details about the sites you have visited and the applications you have run lately. **DriveCleaner** helps you clean all the information making it highly impossible for anyone to have even the slightest inkling of your business.

The unwanted information is voluminous; it also occupies valuable disk space and clearing it becomes crucial. **DriveCleaner** removes all tracks stored by Internet Explorer, including cookies, browser history, cache, temporary Internet files, temp folders; links to recent files, cached auto complete forms, recently typed addresses, registry entries, drop-down run, search, history and more. With **DriveCleaner** in action, you will not allow your PC to reveal any information about your browsing activities.

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1. Getting started

1.1 Key features of DriveCleaner

- **Clearing all the unwanted information**

DriveCleaner is an effective program that cleans all the unwanted information stored on your system by Windows, Browsers, Messengers, Outlook Express, and other applications. **DriveCleaner** seeks your confirmation before deleting the information.

- **User-friendly interface**

DriveCleaner is a very simple application with a user-friendly interface. You can configure your program settings according to your preference.

- **Easily customizable**

DriveCleaner has various options that can be easily customized. The application enables you to delete all the unwanted information from your system. You can set the application to seek your confirmation before deleting the information.

- **Updating DriveCleaner**

Update feature of **DriveCleaner** enables you to incorporate all latest innovations made to the software.

- **Expert Technical Support**

Our technical support team effectively deals with your queries and doubts concerning the product. We offer round-the-clock support all through the year. When you send your queries through the Supporter Tool, we analyze your system problems and provide apt solutions.

1.2 System requirements

The program supports the following Operating Systems with Internet Explorer 5.01 and higher installed:

- Windows 98, 98SE
- Windows ME
- SP5, IE 5.01 *****
- Windows 2000 Professional
- Windows XP Home, Professional

***** *This browser has to be upgraded with IE 5.01 or higher version.*

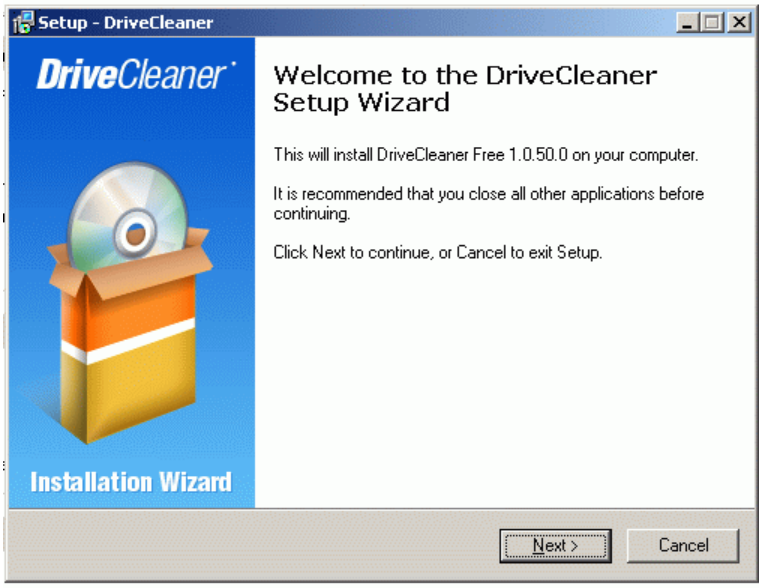
Hardware Requirements

- Intel Pentium II 100 MHz (or analog)
- RAM 32 Mb
- Free Hard Disk Space: not less than 11.2 Mb

1.3 Installation of DriveCleaner

⇨ **Step 1**

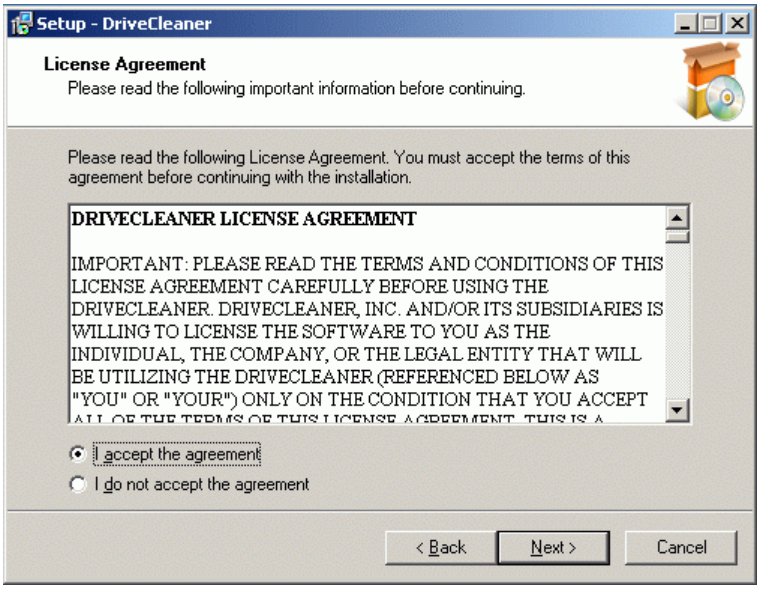
Run the installation file. Click **Next** to continue.



*Screenshot 1: Page 1 of **Installation Wizard***

⇨ **Step 2**

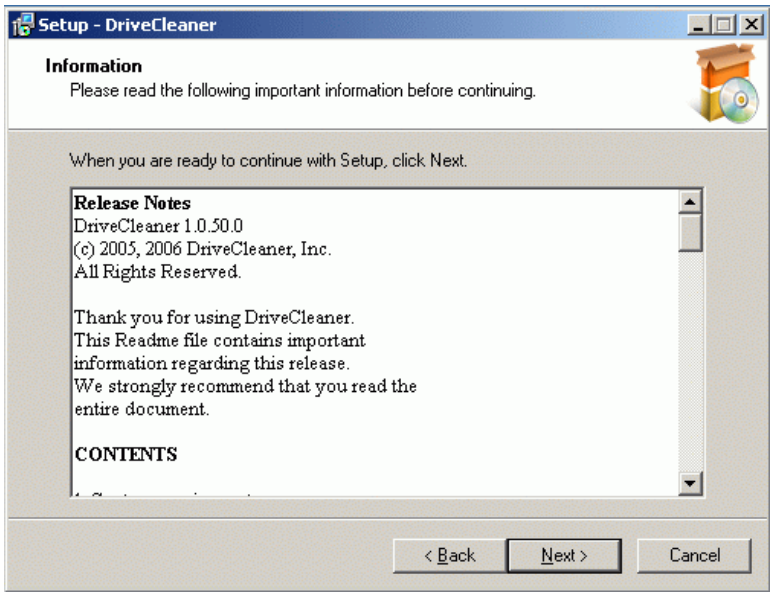
Accept the License Agreement to continue and click **Next**.



*Screenshot 2: Page 2 of **Installation Wizard***

⇨ **Step 3**

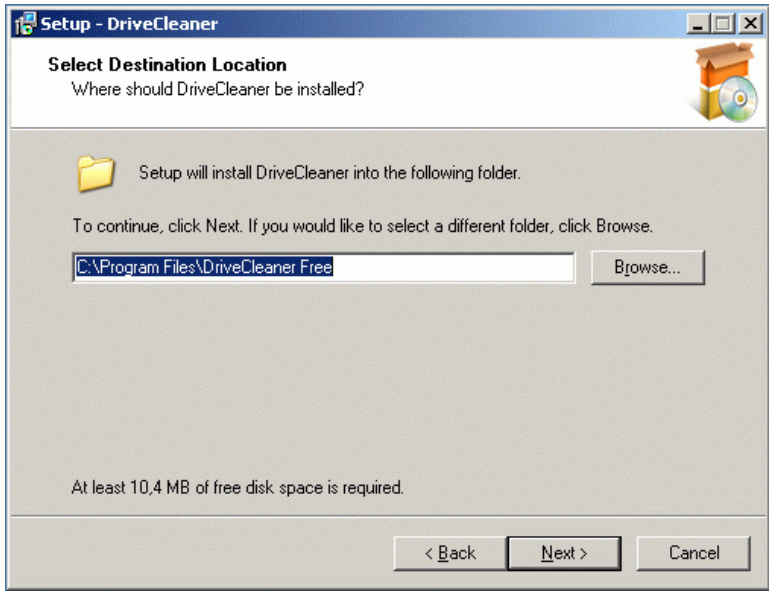
Read the following information before proceeding with installation; then click **Next**.



*Screenshot 3: Page 3 of **Installation Wizard***

⇨ **Step 4**

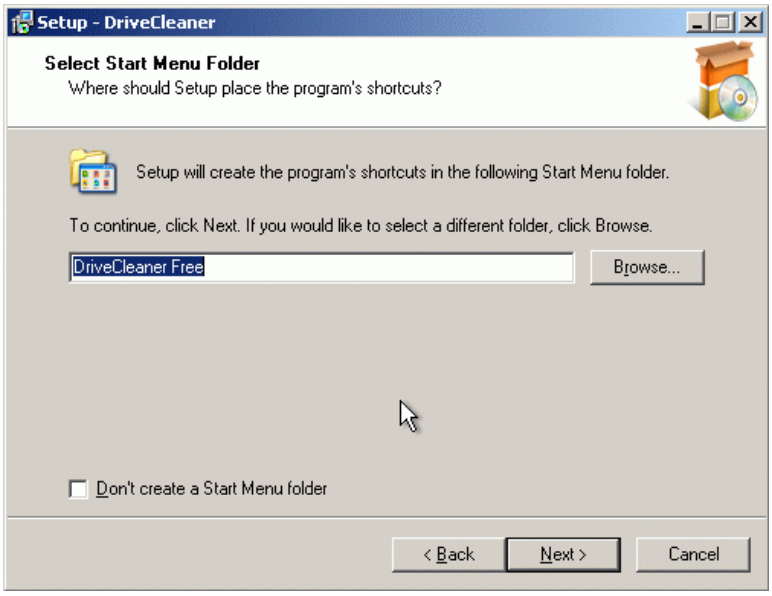
Choose the destination directory by clicking on **Browse** or install the program into the default destination, **C:\Program Files\DriveCleaner**. Click **Next** to continue.



*Screenshot 4: Page 4 of **Installation Wizard***

⇨ **Step 5**

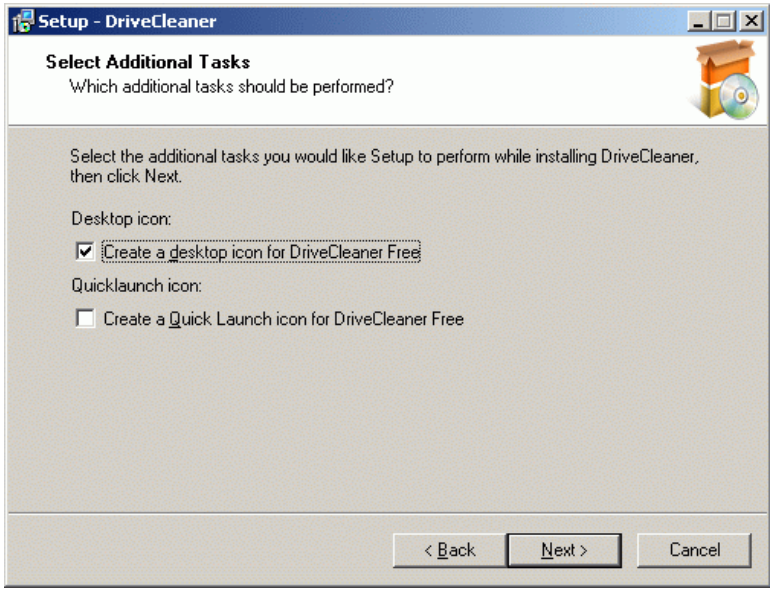
Select the Start menu folder where the setup should create the program's shortcuts. Click **Next** to continue.



*Screenshot 5: Page 5 of **Installation Wizard***

⇨ **Step 6**

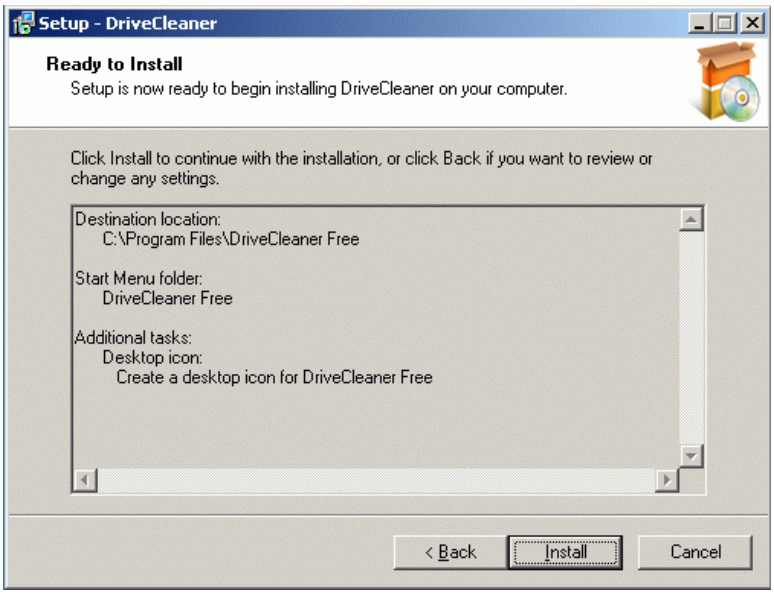
Choose the additional tasks like creating a desktop icon and quick launch icon. Click **Next** to continue.



*Screenshot 6: Page 6 of **Installation Wizard***

⇨ **Step 7**

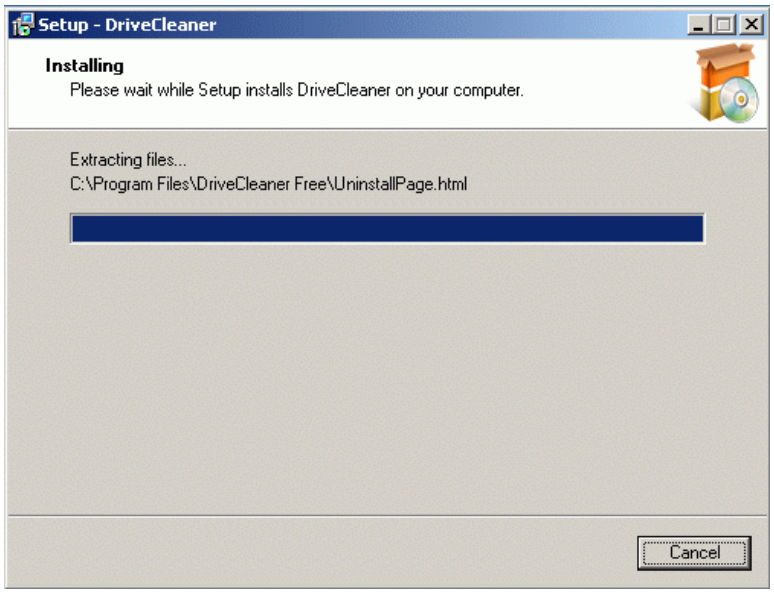
The confirmation page specifies the chosen destination directory, start menu folder, and additional tasks.



*Screenshot 7: Page 7 of **Installation Wizard***

⇨ **Step 8**

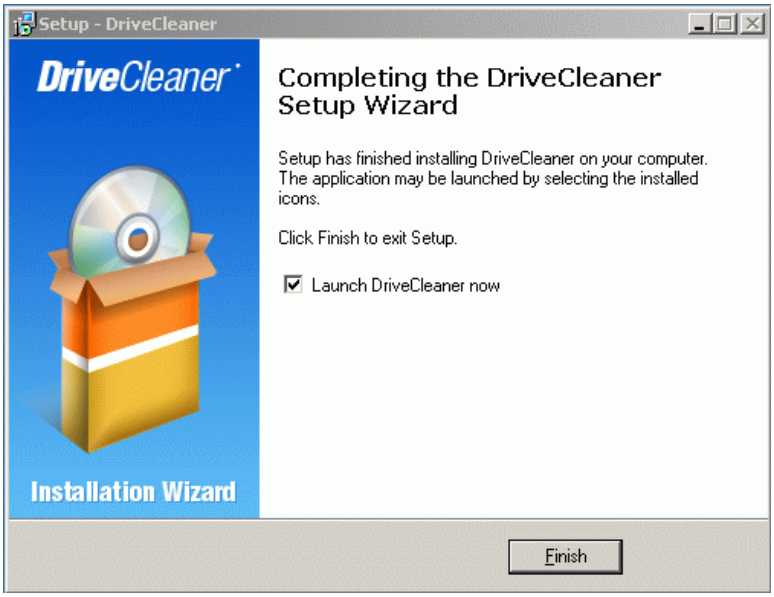
Click **Install** to install the program on your computer.



*Screenshot 8: Page 8 of **Installation Wizard***

⇨ **Step 9**

Tick **Launch DriveCleaner now** if you want the application to be launched as soon as you exit setup.



*Screenshot 9: Last page of **Installation Wizard***

Sometimes you may be asked to restart your PC in order to finish the installation. You should choose **Yes, restart the computer now** to ensure a correct installation of the application.



Screenshot 10: Last page asking to restart computer

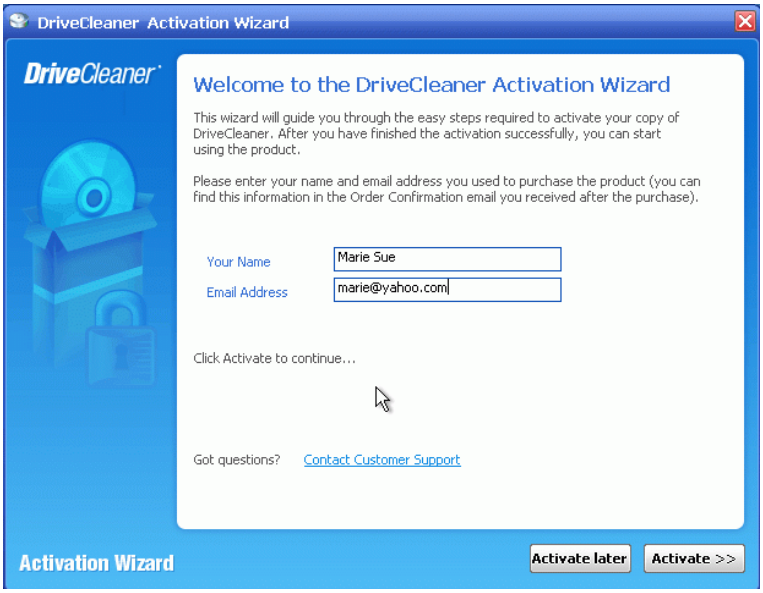
1.4 Activating DriveCleaner

The purpose of activation of registered version of **DriveCleaner** is to give you absolute control over your software.

To activate your **DriveCleaner**, follow the steps listed below.

⇨ As soon as the installation of the registered version is complete, the activation wizard opens. The activation procedure is a built-in feature. The window prompts you to enter your personal details. Enter the name and email you used when you purchased the software. Click **Activate** to continue.

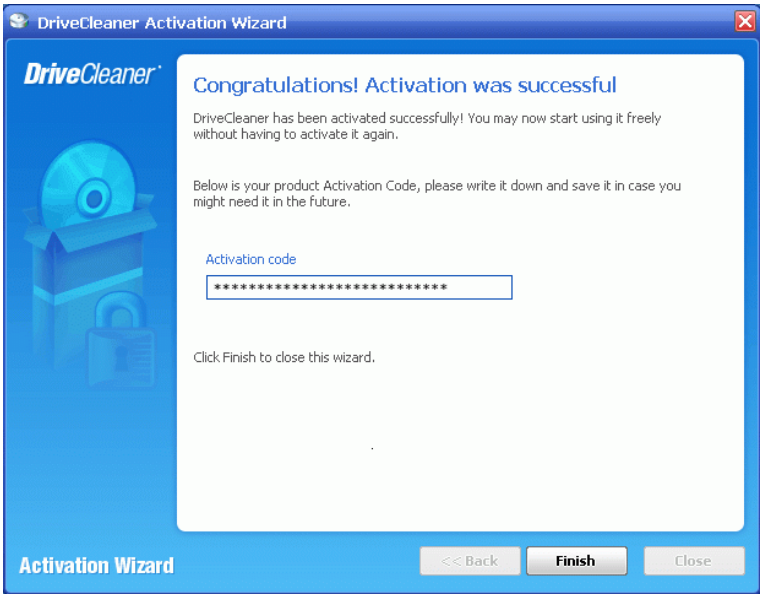
✍ *Make sure you are entering the name and email address you used during the purchase. If you do not remember the details, contact the customer support service at support@DriveCleaner.com.*



*Screenshot 11: Page 1 of **Activation Wizard***

⇨ The activation server checks the data for validity and, if the data is approved, the **Activation succeeded** window opens.

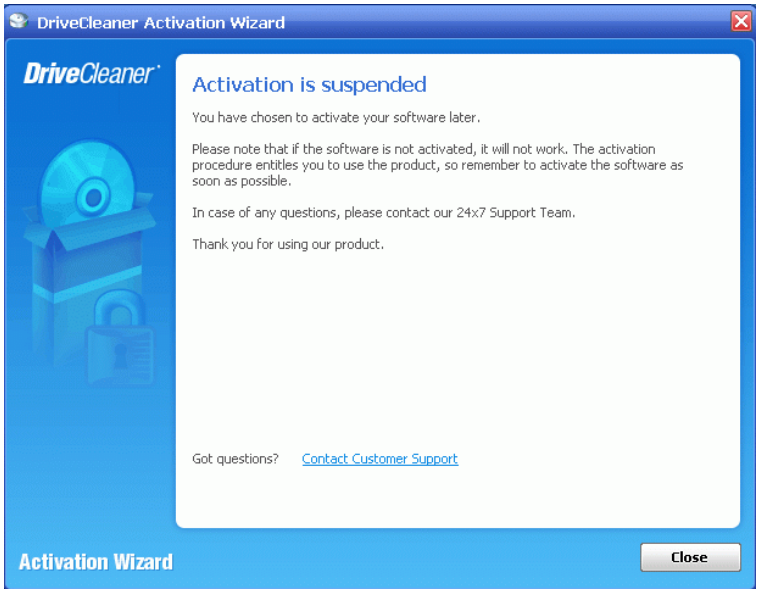
⇨ The **Activation succeeded** window gives you an activation code. Please make a note of the code, as you may need it later.



*Screenshot 12: Page 2 of **Activation Wizard***

⇨ Click **Finish** to begin using **DriveCleaner**.

⇨ You can choose to postpone the activation process by clicking **Activate later**.



Screenshot 13: Activation suspended

*Without activation, **DriveCleaner** remains inoperative. To activate the software, you must be online.*

If you have removed **DriveCleaner** from your PC and want to install the same copy of the program on another machine, follow the steps below.

⇨ Run the setup file on the other computer.

⇨ The **Activation Wizard** opens and you are asked to enter your details.

⇨ The activation server checks the data for validity.

- ⇨ If you use the same details as those you used when activating **DriveCleaner** on the first computer, the server will request you to enter the activation code you were given in course of the previous activation.
- ⇨ When you enter the activation code given during the previous activation, the server cancels this code and assigns you a fresh activation code.
- ⇨ Thus, **DriveCleaner** is ready to be used on the other computer.

1.5 Launching DriveCleaner

DriveCleaner can be launched in several different ways, which are listed below.

- Double click on the desktop icon of **DriveCleaner**. The icon exists if you have chosen to create it during installation.
- Left click the **DriveCleaner** Quick Launch icon. The icon exists if you have chosen to create it during installation.
- Use the shortcut **Start → Programs → DriveCleaner → DriveCleaner**.
- Double click on **UDC** application file, which can be found in the folder you have selected to install the software into. However, this way takes more time than the others because you have to explore you computer.

2. Working with your software

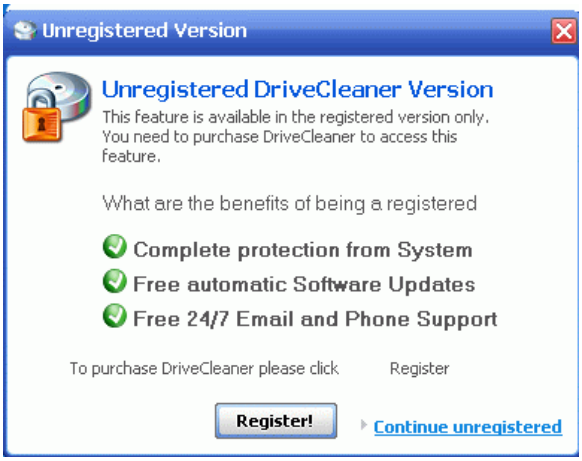
2.1 Trial version and full version of DriveCleaner

For you to get acquainted with **DriveCleaner** and decide whether you wish to buy it, you can get the trial version of the program.

2.1.1 Trial version

The trial version scans your system for privacy violations, and you are submitted a detailed report with the list of the violations found. But the trial version of **DriveCleaner** DOES NOT clean the violations. You need to register the software in order to gain from all the features of **DriveCleaner**.

When you click **Clean Now** button in the trial version report window, a notification appears that allows you either to continue detecting privacy violations or register the software.



*Screenshot 14: Notification encouraging the user to register **DriveCleaner***

2.1.2 Advantages offered for registered users

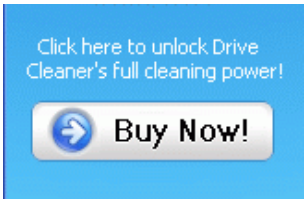
The registered users of **DriveCleaner** gain from a wide range of helpful features that the developers have built into the software.

- The registered users are able to clean all the unwanted information saved on their PCs by Windows, Browsers, Messengers, Outlook Express, and other applications.
- The registered version of **DriveCleaner** can be regularly updated either manually or automatically. The updates allow the users to benefit from all the improvements and innovations introduced.
- If any doubts and issues arise while working with the software, the registered users can get helpful advice and assistance of our Customer Support experts. A Supporter Tool can be helpful in solving the troubles better.

2.1.3 Registering DriveCleaner

You can purchase the full version of **DriveCleaner** in several different ways.

- ⇨ Clicking **Register** in the notification window shown on the *screenshot* above.
- ⇨ Clicking **Buy Now!** button found in the bottom-left corner of the main program window of **DriveCleaner** trial version.



Screenshot 15: Button to place order

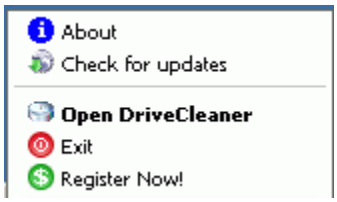
- ⇨ Clicking **Buy now!** at the upper tab of **DriveCleaner** main program window.
- ⇨ Choosing **Register Now!** option from the right-click system tray menu.

Then, you are connected to our website www.drivecleaner.com. You have to enter your personal details and choose your country and click **SECURE PURCHASE**. Wait for two minutes while your order is being processed. The letter confirming the purchase will be sent to the email address that you have provided. You get the access to the **Members' Area**, where you can get detailed instructions on downloading, installing, activating, and working with **DriveCleaner.**

You can be sure that your email address and personal details **WILL NEVER** be disclosed to third parties. By purchasing **DriveCleaner**, you accept the terms and conditions of the **License Agreement**.

2.2 Using the right-click system tray menu

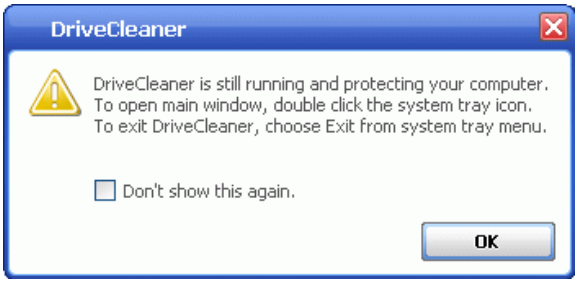
When **DriveCleaner** has been installed on your system, you can see the program's icon appear in the system tray. Right-click this system tray icon to take the following actions:



Screenshot 16: View of the right-click system tray menu

About	Clicking this option displays **DriveCleaner** splash screen with product logo, copyright and version details.
Check for updates	Clicking **Check for updates** makes **DriveCleaner** connect to its server for incorporating the latest updates available. Updating **DriveCleaner** enhances your software's performance.
Open DriveCleaner	Click **Open DriveCleaner** to open the main program window of **DriveCleaner**, where you can customize the program according to your preferences. From this window, you can clean all the unwanted information stored on your system and free up disk space. Also, **Support** and **Update** tabs can be found in the main program window.
Exit	Click **Exit** to quit the program.
Register Now!	Click **Register Now!** if you wish to purchase the software. This option is absent in the full version of **DriveCleaner**.

The icon of **DriveCleaner** will remain in the system tray even if you have closed the main program window. **DriveCleaner** will continue to run in the background and protect your privacy, which will be notified to you (see the *screenshot* below).



Screenshot 17: Notification about tray icon

If you want to shut the application down, you have to right-click the tray icon and choose **Exit**.

2.3 Working through main window of DriveCleaner

The **System Status** window of **DriveCleaner** gives you important information about the current level of protecting your system against privacy leaks.



*Screenshot 18: **System Status** window*

2.3.1 Monitoring system status

At the top of **System Status** window, you can see the brief description of current system status:

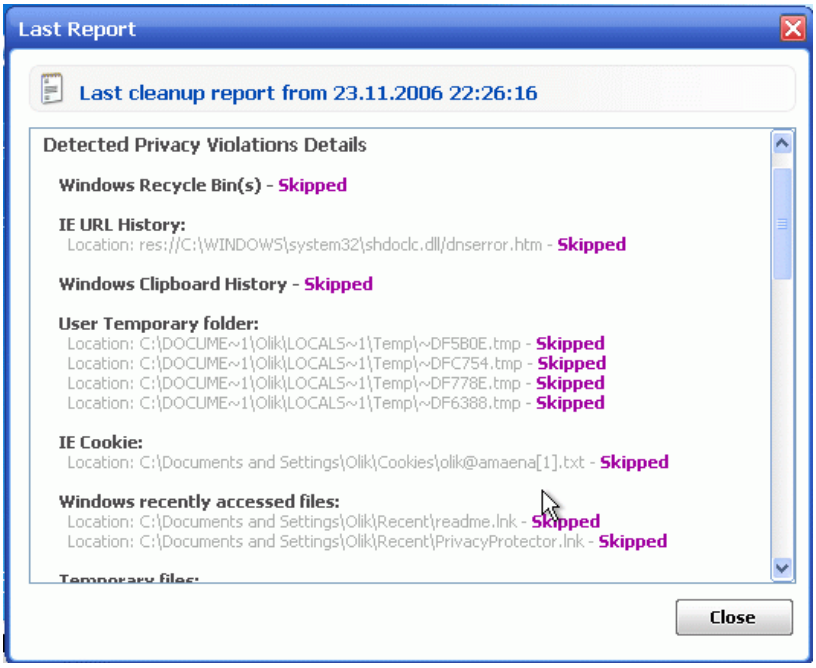
red	**Overall Status: Your privacy is at risk!**
	This alert is displayed if any privacy violation items have been detected or the last scan has been performed more than 3 days ago. Running regular full system cleanup is crucial for your privacy protection.
green	**Overall Status: Good!**
	This means that **DriveCleaner** is up-to-date and your system is fully protected. There are no threats to your privacy at the moment.

2.3.2 Running a full system cleanup from System Status window

It is very important to run a system cleanup regularly to exclude any possibility of privacy leak. By clicking **Run Full System Cleanup Now** button, you initiate a full scan of your system. While **DriveCleaner** is running the scan, you can observe the **Scan Progress** window. To read more about this window, click here.

2.3.3 Statistics section

The **Privacy Protection Stats** section provides you with detailed information about all the scans performed on your system. Click on **View last report** link to read about the time of scans run on your system, the number of files scanned, privacy leaks detected and actions performed on them. Click **Close** to shut the window down.



*Screenshot 19: **Last Report** window*

2.3.4 DriveCleaner Updates section

DriveCleaner Updates section gives you information about the dates of the last and next scheduled updates. Click **Check for updates** to update your software.

2.3.5 Upper tab of DriveCleaner main window

The upper tab gives you access to **Update** and **Support** features of **DriveCleaner**.

2.3.5.1 Buy Now! tab

This can be found only in the free version of **DriveCleaner**. You can click the tab to connect to our website and order the full version of the program. By registering **DriveCleaner**, you gain full access to all the features the developers have provided for your benefit.



*Screenshot 20: **Buy Now!** tab*

2.3.5.2 Performing manual update of the program

Our developers are always on a quest of improving the software they create. The update feature has been developed with this in mind.

Manual update of the program and its components can be performed by:

- clicking **Check for updates** in **Drive Cleaner Updates** section of the main program window, which is mentioned above;
- choosing **Check for updates** from the right-click system tray menu;
- clicking **Update** tab, see *Screenshot 21*.



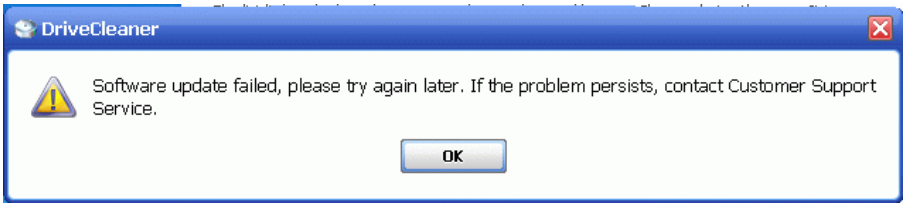
*Screenshot 21: **Update** tab*

DriveCleaner will connect to the server and search for updates.



Screenshot 22: Connecting to server to search for updates

To update the program, you must be online. If there is no connection or the updating failed for any other reason, this will be notified to you.



Screenshot 23: Connecting to server failed

*The moment your application is updated, a message **DriveCleaner is up-to-date** appears above the system tray.*

To read the detailed instructions on updating **DriveCleaner** automatically, click here.

2.3.5.3 Support tab of DriveCleaner

The **Support** tab can be found in the top-right corner of the main program window.



*Screenshot 24: **Support** tab*

Clicking the tab opens the **Support** menu of **DriveCleaner**, where you can consult the **User's Manual** or receive help from our **Support Team** via **Supporter Tool**. To learn more about **Supporter Tool**, click here.

2.4 Protection from privacy violation

Nowadays, your work may often depend much on the Internet. A number of applications, such as browsers or messengers, make note of all your computer activities. You may want other people not to know about your computer activities. With **DriveCleaner** cleaning options, you may rest assured that all such data are erased safely and no one is able to track your computer activities.

2.4.1 Choosing areas for cleaning

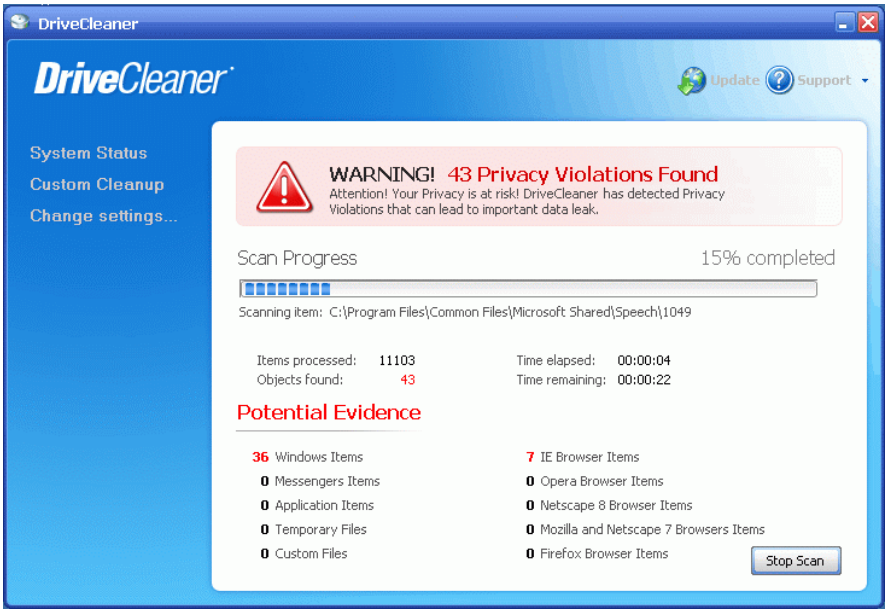
Various histories, files/folders, cookies, download installations, prefetch contents, plug-ins, passwords, etc. get stored while you are actively using your computer for various purposes. Being a threat to your privacy, they also consume a lot of disk space, which can deplete your system's performance. You can choose some or all of the options found in **Custom Cleanup** pane, namely: *Windows*, *Browsers, Messengers, Applications, Temporary Files* and *Custom Files*, thus allowing the software to clean all the unwanted content in the chosen areas and freeing up disk space. To perform the scanning operation, tick the necessary areas and click **Clean Now** button.



*Screenshot 25: **Custom Cleanup** pane*

2.4.2 Scanning computer for privacy leaks

The scan progress window opens when **DriveCleaner** starts scanning the chosen areas for any danger to your privacy. The window has two sections: **Scan Progress** and **Potential Evidence**.



Screenshot 26: Scan in progress

Scan Progress shows the percentage of the items scanned by the current moment, a **progress bar**, and the countdown of time and number of the items scanned.

The moving blue bar reflects the progress of the privacy leak scrutiny.

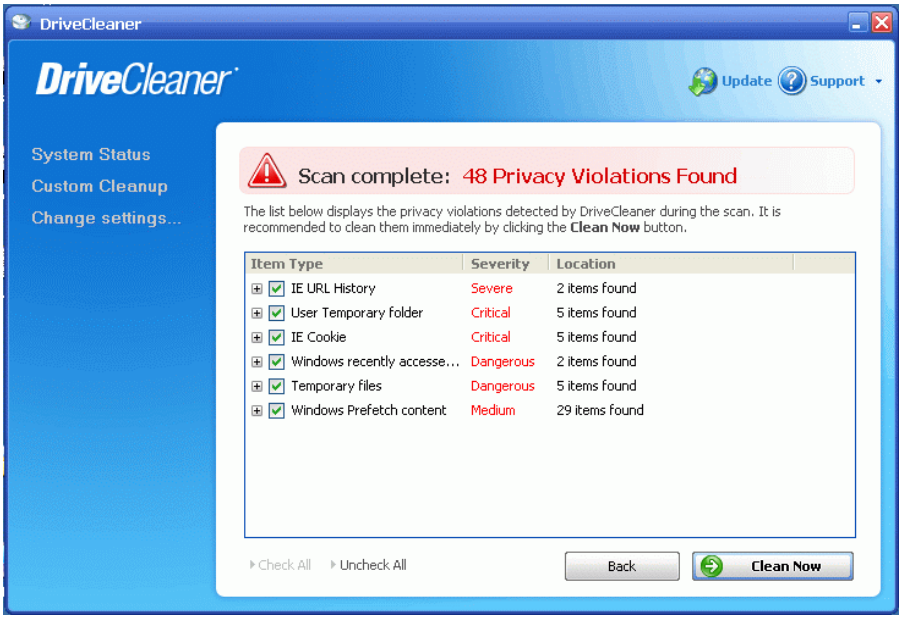
The scan details include the count of *Items Processed*, *Objects found*, *Time elapsed*, and *Time remaining*.

Potential Evidence section gives you the exact numbers of possible privacy leaks (which can be a threat to your personal information) grouped according to the computer areas: privacy violations detected in Windows files, Messengers files, different application files, temporary files, custom files, and browsers files.

Click **Stop Scan** if you want to cancel the cleaning operation midway.

2.4.3 Cleaning computer from privacy violations

After the scan has been finished, **Scan complete** window opens automatically to help you analyze the work of **DriveCleaner**. This window provides you with the list of the privacy violations detected during the last scan. The pieces of information in the list are sorted according to ***Item Type***, ***Severity***, and ***Location***.

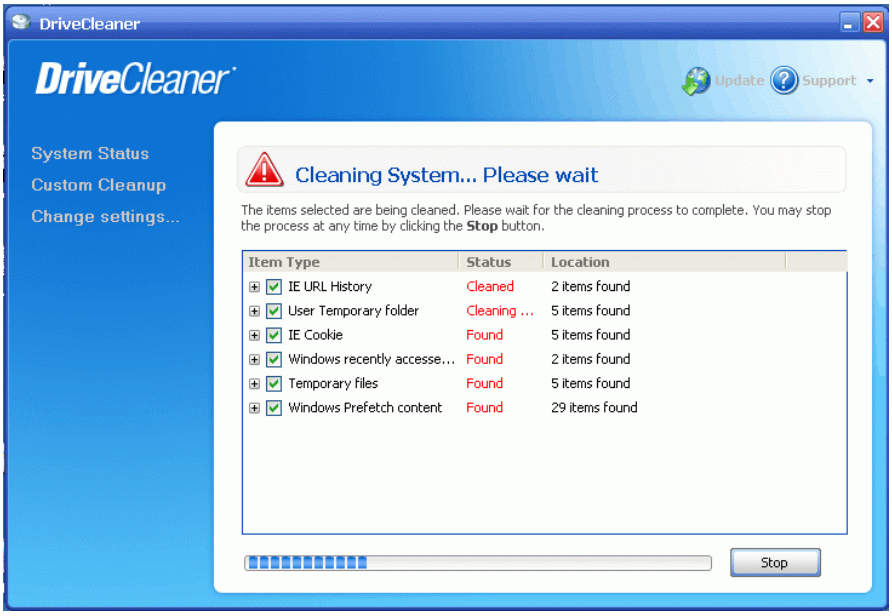


Screenshot 27: Scan summary window

In this window, you can either mark each item separately and click **Clean Now**, or click links found at the bottom: by clicking **Check all** link you will select all the items at once, and **Uncheck all** link allows you to cancel the selection of all the items.

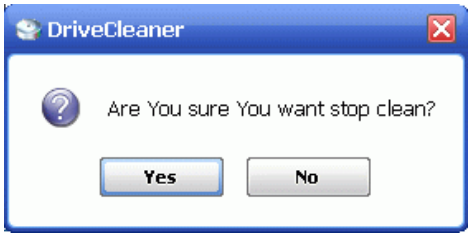
The cleaning feature is available for registered users only.

The cleaning process is reflected in **Cleaning System** window. The window contains the list of the privacy violations detected during the last scan and a **progress bar**. The pieces of information in the list are sorted according to ***Item Type***, ***Status***, and ***Location***. The moving blue bars show the cleaning progress.



Screenshot 28: Cleaning in progress

If you wish to abort the cleaning process, click **Stop**. To continue cleaning the privacy violations, please choose **No**.



Screenshot 29: Choosing to abort or continue clean

As soon as the cleaning has been finished, you are notified of the fact. You can close the window of see the results of the cleaning operation in detail.

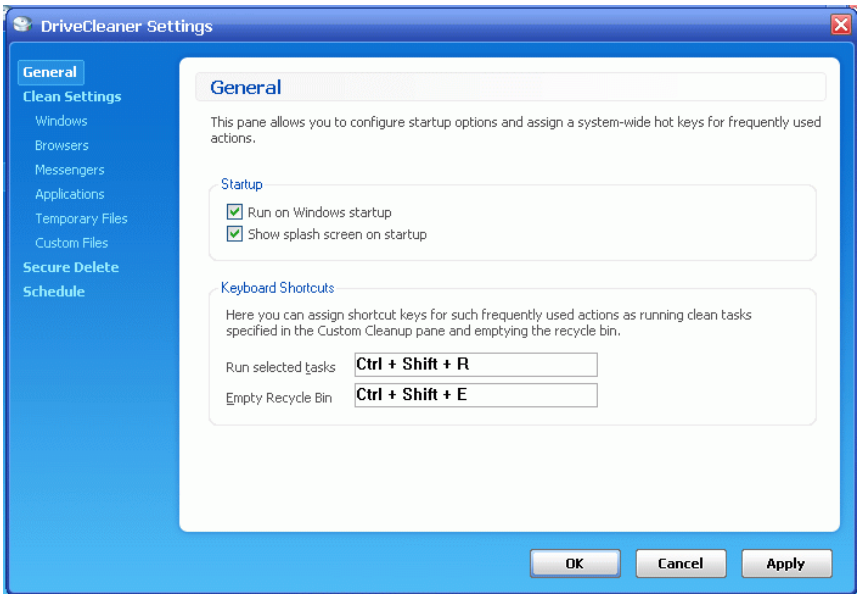


Screenshot 30: Cleaning completed

The **Report** window opens, which contains the results of the last cleaning operation. To read more about this window, please click here.

3. Configuring your software

The **Settings** window of **DriveCleaner** allows you to customize the general settings, cleaning options, Secure Delete settings to delete the files safely, to schedule the scan process and set automatic updates for your software. Here you can set the program to launch at Windows startup and show the splash screen at startup. You can also set delete actions on files or folders and make **DriveCleaner** start the scanning operations and check the server for updates automatically.



*Screenshot 31: **General Settings** pane*

The following actions can be taken from all the panes of the **Settings** window:

- Once the options are set, click **OK** in the **General** pane to apply the settings and close the **Settings** window.
- If you wish to save the settings without shutting down the **Settings** pane, click **Apply** button.
- The **Cancel** button makes you exit the **General** pane without saving any changes.

3.1 Setting general options

DriveCleaner can be set to launch itself at the moment Windows starts on your computer, which helps to avoid the trouble of initiating the program manually. You can also confirm the program's presence on your computer by setting it to show its splash screen. Many a time, you would be busy with some other work but still want to run the cleaning operation. You can initiate the cleaning process without opening the program through keyboard shortcuts.

3.1.1 Program's behavior at startup

The startup section has two options. Ticking the option **Run at Windows startup** allows the application to load soon after Windows boot. This ensures that **DriveCleaner** becomes operational on your system as soon as you start your PC. Choosing the option **Show splash screen at startup** will make the program display the splash screen every time it is launched. Refer to *Screenshot 31* to see the **Startup** section in the **General** pane.

3.1.2 Setting keyboard shortcuts

DriveCleaner allows you to run a cleaning operation through keyboard shortcuts, as you may often be busy with some other tasks. Once you have customized the cleaning, it can be carried out through the hotkeys. Set a keyboard sequence or hotkey for implementing the **Start** function instantly by simply clicking at empty field of **Run Selected Tasks** or **Empty Recycled Bin** and pressing keys of your choice.

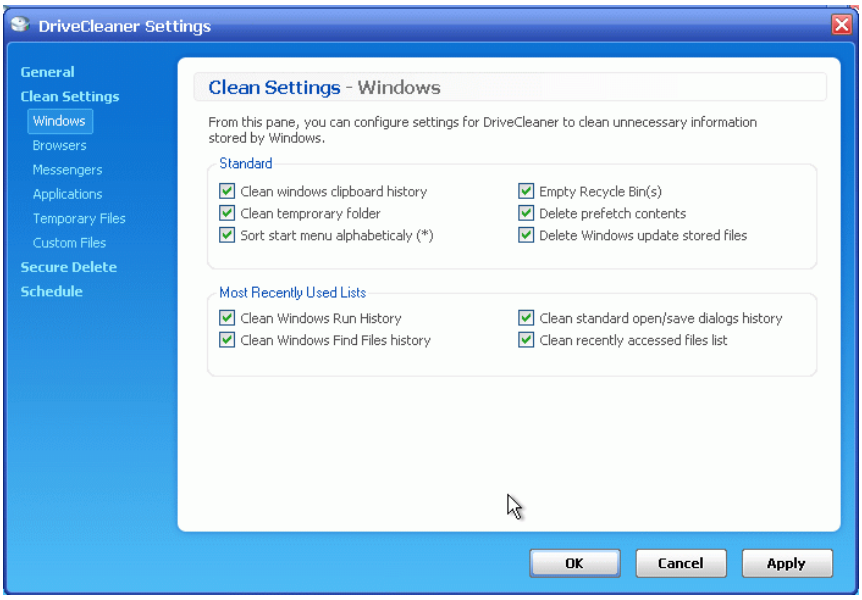
By Default, the hotkey for **Run selected tasks** is **Ctrl + Shift + R,** which can be changed to another key combination of your choice. Whenever you click **Ctrl + Shift + R**, the program will start cleaning your system. Choose to have a keyboard sequence or hotkey for clearing the contents of the Recycle Bin instantaneously. By default, the hotkey for **Empty Recycle Bin** is **Ctrl + Shift + E**, which can be changed to another key combination of your choice. Every time you click **Ctrl + Shift + E**, the program will clean all the unwanted items from your Recycle Bin. Refer to *Screenshot 31* to see the **Keyboard shortcuts** section in the **General** pane.

3.2 Setting clean options

The cleaning options can be further tailored with the help of **Clean Settings** pane. Its sub-panes allow you to customize the settings of the cleaning operations on various file types. The corresponding sections can be found in the **Custom Cleanup** pane, from which you can carry out the cleaning operations. In the **Clean Settings** pane, you can customize a wide range of functions, which are described below.

3.2.1 Cleaning information stored by Windows

Windows stores information about your Internet and other computer activities. **DriveCleaner** allows cleaning the unwanted elements from all the sections of the hard disk. **Windows** sub-pane of **Clean Settings** pane consists of two sections, which are described below.



*Screenshot 32: Setting clean operations on information stored by **Windows***

3.2.1.1 Standard section

This section has a list of options. You can choose some or all of them for **DriveCleaner** to suit your needs better.

- **Clean Windows clipboard history**

Clipboard is a special file or memory area where data can be stored for a short term before being copied into another place. Many word processors use Clipboard for cutting and pasting purposes. In Windows, the Clipboard can be used to copy data from one application to another. **Clean Windows clipboard history** option, when chosen, clears the history of data that are stored in the Clipboard memory.

- ***Clean temporary folder***

Windows Temporary Folder gathers a lot of evidence of your computer activities. It could download something from the Internet, open files from archives or install any program. All traces get accumulated in this folder, as Windows places copies of the files you have worked with, to the Temporary Folder. It is strongly recommended that you clear your Temporary Folder regularly. **Clean temporary folder** option, when chosen, clears all the instances of the Temporary Folder.

All the contents of this folder are erased when you decide to clean the folder. Therefore, make sure that the deleted files are not needed to run other programs.

- ***Sort start menu alphabetically (Requires logout/reboot)***

With **DriveCleaner**, you can arrange the list of programs in **Windows Start Menu** in the alphabetical order. This option makes it easy for you to browse through the programs available in your computer and get rid of the unnecessary ones. You need to logout or reboot your PC in order to apply the changes.

- ***Empty Recycle Bin(s)***

When you delete certain files or folders, they are automatically moved to the Recycle Bin. The Recycle Bin also occupies space, and its contents should be cleared from time to time. Choose the feature **Empty Recycle Bin(s)** to make **DriveCleaner** delete all the files from your Recycle Bin safely.

Make sure the contents in the Recycle Bin(s) are unimportant, as the contents cannot be recovered after deleting.

- ***Delete prefetch contents***

As soon as your system boots, Windows prefetcher component helps to minimize the time it takes for your computer to start programs by fetching and storing commonly used files. Windows does not wait for you to click an icon to start a program, as it already has all the components of your programs preloaded in the form of a copy in its prefetch folder. The drawback of prefetching is that Windows will prefetch a program even if you do not intend to use the program again. With these prefetched contents your system may run slowly. This is especially evident on systems with limited resources. **Delete prefetch contents** option of **DriveCleaner** allows you to clean the prefetch contents stored on the hard drive.

- ***Delete Windows update stored files***

Windows Update is a feature of Windows that allows your computer to connect to the Windows Update server automatically. The server checks your system for any Windows application that has become outdated. It recommends updating and installs the latest update. However, after the updating process has been completed there are certain files that become ineffective. Such files tend to accumulate and occupy your valuable disk space. Choose **Delete Windows update stored files** to remove these redundant files.

3.2.1.1 Most Recently Used Lists

- ***Clean Windows run history (Requires logout/reboot)***

Windows stores the names of the programs you launched from the Run textbox in the Start Menu. You may have cancelled the application, but by going to the Windows Run History anyone can find out what you had been working on. By choosing **Clean Windows run history (Requires logout/reboot)** you wipe out all traces of the Run History files on your system. Rebooting your system is necessary to apply the changes.

- ***Clean Windows find files history***

When you use the Find files option from **Search → For Files or Folders**, Windows keeps a track of the latest files you searched for in its registry. This makes it very easy for anyone to repeat the find process. To make certain that no one knows what file you have been looking for, tick **Clean Windows find files history.**

- ***Clean standard open/save dialogs history***

Windows keeps the list of your opened and saved files in the registry. By choosing **Clean standard open/save dialogs history**, you deny anyone the admission to know what files you have been opening and saving lately.

- ***Clean recently accessed files list***

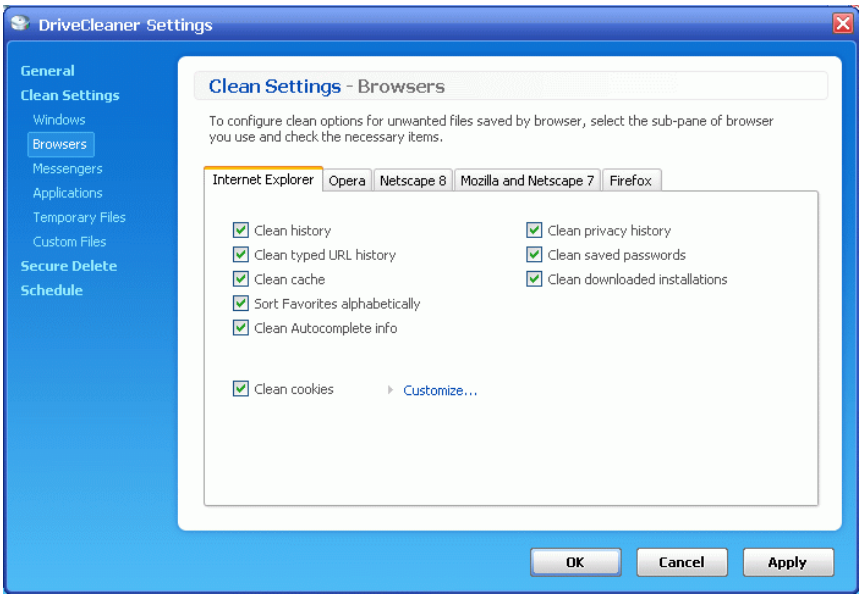
Windows makes a note of the last 15 files you have accessed. This makes it simple for anyone to reopen the files by clicking on the name of the document. **Clean recently accessed files list** helps you erase this list so that no one finds out what files you have been recently accessing on your computer.

3.2.2 Cleaning information stored by Browsers

The browsers usually make note of all URLs, history of visited websites, passwords entered, files downloaded/installed etc. You would definitely not want others to know about your activities on your computer. To clean browser induced files, **DriveCleaner** provides plenty of options. You can configure these options according to your preferences and depending on the browser you use.

3.2.2.1 Clean Settings for Internet Explorer

Screenshot 33 shows the options available for ***Internet Explorer***.



*Screenshot 33: Cleaning information stored by **IE 4/5/6***

- **Clean history**

Internet Explorer saves web pages and images from the visited web sites to your hard drive, whether you click them or not. This precaution is made by Windows in case you visit the site again. Thus, it will not be necessary to re-download the image. It also means that many megabytes of data of all types get saved to your hard drive. Anyone who uses your computer can tell where you have been browsing on the web. The option **Clean history** clears your IE of all the records and frees up valuable disk space for you.

- **Clean typed URL history**

The URL, or drop-down URL history as it is most commonly called, usually contains the list of recent URLs that have been typed in your browser. This log is maintained by Windows in order to save your time from typing the website links (URLs) all over again. But it is possible for anyone to trace out which sites you have recently been visiting. **Clean typed URL history**, when chosen, automatically wipes out all tracks of the URL log that Windows has been retaining.

- **Clean cache**

Internet Explorer saves web pages, images from websites into your hard drive to provide a smooth and fast browsing experience for you. Cache is a temporary area for images, sound, videos and other objects that appear on a site you have visited. Cache is provided by Windows to eliminate the need to re-download the objects again. But this leads to many megabytes of data of all types to be saved to your hard drive. Not only is this a privacy issue but also a space consuming one. Checking the option **Clean cache** helps you prevent others from viewing what sites you have been visiting and also helps your system free itself from loads of unwanted data that occupies precious disk space.

- **Sort favorites alphabetically (Requires logout/reboot)**

Internet Browser gives you the option to keep the list of your favorite websites. To organize the list, **DriveCleaner** provides you with the option of **Sort favorites alphabetically**. By choosing this option, you arrange the favorites in the alphabetical order.

- **Clean autocomplete info**

Internet Explorer keeps a record of almost everything that you have typed into any web site form like an email field or password. This is intended to ensure that you do not have to go through the process of filling up your user name and password again. Though other people do not have the access to the details like your user name and password because they are encrypted, they still can access your private domain, since these fields get entered automatically. To wipe out this information, choose **Clean autocomplete info** option of IE 4/5/6.

- **Clean privacy history**

IE Privacy History is a register of all your Internet activities, which contains the addresses you have visited when surfing the Internet. All these details are logged into index.dat files and can be read by anyone who is keen to know what you have been doing over the Internet. Choose the option **Clean privacy history** if the Internet privacy is an important issue for you.

- **Clean saved passwords**

When visiting a website, you may be asked to enter your login and password. You can set Windows to store this information so that you will not have to type the login/password every time you visit the site. This information is encrypted and cannot therefore be viewed by other people. But anyone at your computer can get access to your confidential area, as the login and password will be automatically filled in. If you tick **Clean saved passwords** option, **DriveCleaner** protects your privacy by clearing all the passwords that have been saved by your IE browser.

- **Clean downloaded installations**

Every time you carry out an installation procedure, the files related to the installation get stored. Even after the program has been uninstalled, some of the files remain in your computer. In the long run, files like these take up space on your hard disk and have to be removed periodically. **Clean downloaded**

installations feature of **DriveCleaner** allows you to completely remove these unwanted files to free space on your hard disk.

- **Clean cookies**

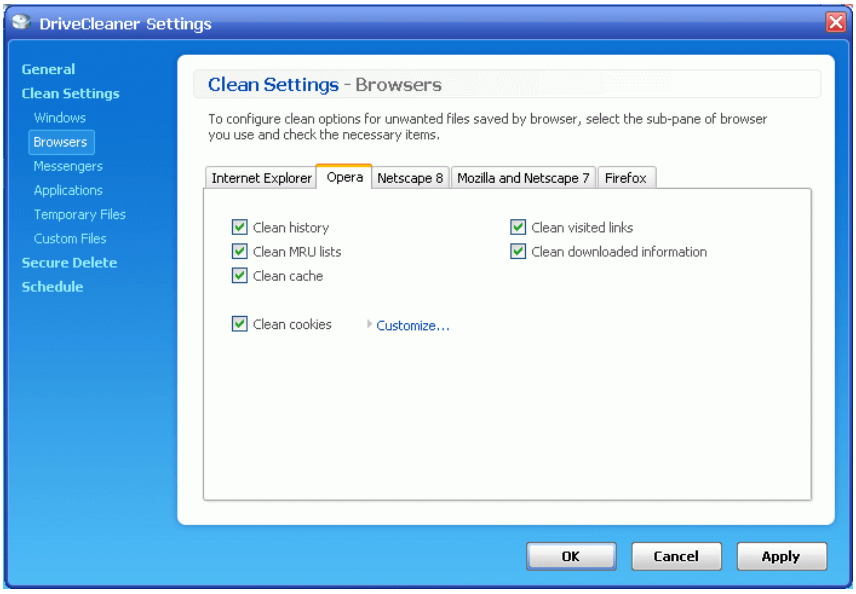
Each time you visit a particular website small text files are sent to your browser to keep track of your online sessions. This feature is useful whenever you want a browser to login automatically for you. However, cookies can be used by the website owners to track you down with the help of this information. With **DriveCleaner Clean cookies** option, you can choose which cookies you want to keep and which ones you want to erase.

Click **Customize** link to open **Custom Cookies Cleanup** window. This window consists of two sections: **Delete these cookies** and **Keep these cookies**. By default, all cookies recorded on your computer are listed in the first section and will be deleted. If you want to keep some of them, select them and click upper arrow button to move this cookie to **Keep these cookies** section. If you need to keep all the cookies, click the lower arrow buttons to move all of them at once to the section needed. Click **Ok** to apply the changes and to close the window, or **Cancel** to abort the process.



*Screenshot 34: **Custom Cookies Cleanup** window*

3.2.2.2 Clean Settings for Opera



*Screenshot 35: **Opera** sub-pane*

- **Clean history**

Clicking on the ***History*** option of the Opera browser window loads a page that displays a table with all the URLs you have visited in the last few days. The log shows full URLs and the time you viewed them. Your privacy is at stake in this situation. Using **Clean history** option of **DriveCleaner**, you can clear all the history details stored by the Opera browser.

- **Clean MRU lists**

One of the ways in which applications can make things easier for you is remembering something that they have done before so that it can easily be repeated. Like other browsers, Opera also remembers the most recently accessed links. It creates cache, cookies, global history and visited links document window using the saved filename from the previous Open action. What all these examples have in common is a list of remembered choices. Thus they are called Most Recently Used lists, or MRU lists. Any other user can refer to the MRU list and find out what you have been doing on your system. Choosing the option **Clean MRU lists** allows you to clear all the contents of the MRU Lists.

- **Clean cache**

Cache files are used to store information on a temporary basis for quick access. The physical location of this information can be either on a hard drive or in RAM memory. The idea is to store the data about your computer that may be required to run the particular program or application faster. *For example,* the files that are downloaded once could be opened again without downloading. The files get downloaded to the hard disk and consume the disk space. Using the option **Clean cache**, you can clear the cache to have enough disk space for further use.

- **Clean visited links**

Browsers normally store the addresses of sites you have visited, so the links can be displayed in the *visited link* color (usually red or purple). **Clean Opera visited links** option of **DriveCleaner** allows to delete all the entries in the visited-links list and to prevent others from finding out if you have recently visited those websites.

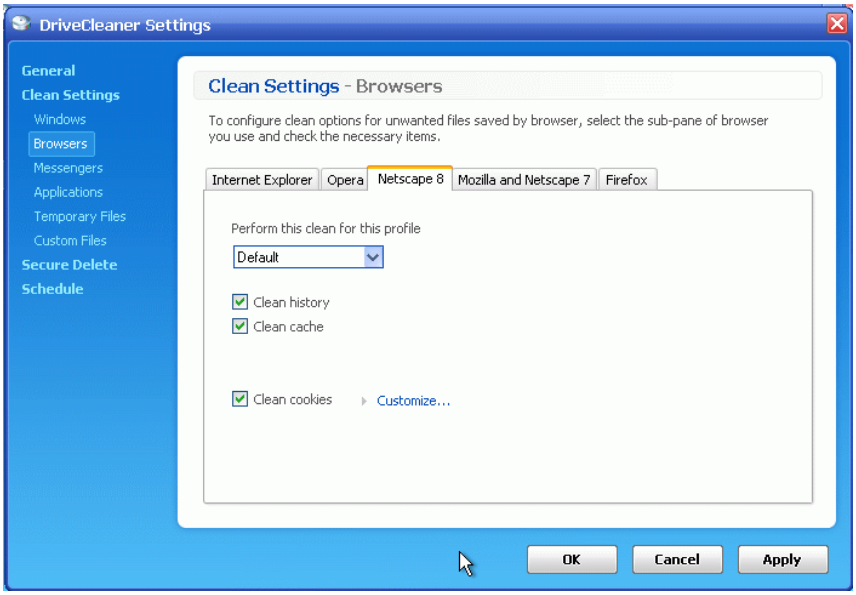
- **Clean downloaded information**

Transferring files or data from one computer to another is known as downloading. Downloadable files are available for download from the Internet or another network. Many games, utilities, shareware and freeware programs, software demonstrations, graphics, and documents can be downloaded free of charge. But if you happen to download such programs to your system, some files get registered to your program files and remain even after you uninstall the program. This consumes your valuable disk space. Using **Clean downloaded information** option of **DriveCleaner** allows you to clean all such unwanted files and to free your disk space.

- **Clean cookies**

A cookie is a file sent to a web browser by a web server to record your activities on a website. Cookies can remember various kinds of personal information like your password, so you do not have to re-enter it each time you visit the site. This is dangerous because the websites may use this information to track you. **Clean cookies** option allows you to clean the cookies stored. In addition, you can choose which cookies you want to keep and which ones you want to erase by clicking **Customize** link. To read more about this option, please click here.

3.2.2.3 Clean Settings for Netscape 8



*Screenshot 36: **Netscape 8** sub-pane*

- **Perform this clean for this profile**

As Netscape Communicator allows the user to create different profiles, **DriveCleaner** enables you to choose from the drop-down menu for which profile you want to perform a cleaning operation. If you have not created any profiles, the only item in the menu will be **Default**.

- **Clean history**

Netscape Communicator keeps a *history file* to list the addresses of the web pages you visit. Anyone who uses your computer can say where you have been browsing on the web. The history file is used by Netscape Communicator in order to avoid re-download of web-links again from the server, thereby saving CPU time. **Clean history** option of **DriveCleaner** clears your Netscape history.

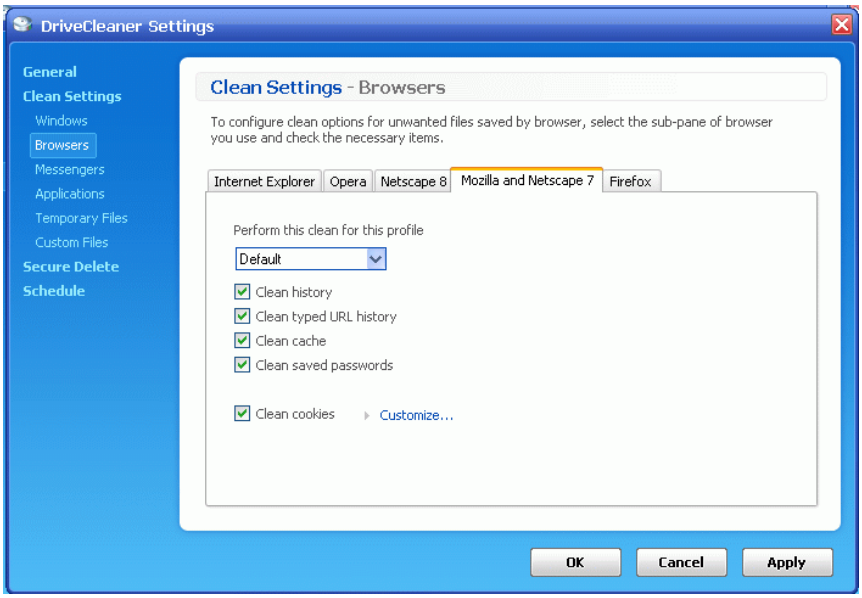
- **Clean cache**

Netscape's cache is a temporary place that contains the information about previously visited web sites. Netscape will load web page information from the cache, if available, which enables the web page to load quickly. But this information can occupy a lot of disk space of your PC. Choosing the option **Clean cache** prevents other people from viewing what sites you have visited and also helps your system free itself from loads of unwanted data.

- **Clean cookies**

Cookies are small pieces of information that some web sites ask to store on your computer. If you enable cookies, your browser will accept a web site's cookies automatically when you visit the site. Such cookies are sent back to the web site on future visits. This can prove to be dangerous when the website owner wants to track you through the site. Using **Delete cookies** option, you can clean the unwanted cookies. In addition, you can choose which cookies you want to keep and which ones you want to erase by clicking **Customize** link. To read more about this option, please click here.

3.2.2.4 Clean Settings for Mozilla and Netscape 7



*Screenshot 37: **Mozilla and Netscape 7** sub-pane*

- **Perform this clean for this profile**

As the browsers allow creating different profiles, **DriveCleaner** enables you to choose from the drop-down menu for which profile you want to perform a cleaning operation. If you have not created any profiles, the only item in the menu will be **Default**.

- **Clean history**

Like all other browsers, Mozilla and Netscape 7 keep a record of web pages, images from the web sites you have visited. It does not depend on whether you click them or not. This option is necessary to avoid re-downloading this data when you visit the site. But it also means that many megabytes of data of all types get saved to your hard drive. Anyone who uses your computer can say what places you have been visiting on the web. The option **Clean history** clears your Mozilla and Netscape 7 of all the records providing you with the much needed disk space.

- **Clean typed URL history**

URL is an acronym for Uniform Resource Locator. This term is used to refer to the complete Internet address. The URL history usually contains the list of URLs that have been typed on your browser recently. Windows keep this log in order to save your time from typing the website links (URLs) all over again. But it is possible for anyone to trace out which sites you have visited recently. **Clean typed URL history** option, when chosen, automatically wipes out all the tracks of the URL log kept by Windows.

- **Clean cache**

Cache files are used to store information on a temporary basis for quick access. The physical location of this information can be either a hard drive or RAM memory. The idea is to store the data about your computer that may be required to run a program or application faster. *For example,* the files that are downloaded once could be opened again without downloading. The files get downloaded to the hard disk and consume the disk space. Using the option **Clean cache**, you can clear the cache to have enough disk space for further use.

- **Clean Saved Passwords**

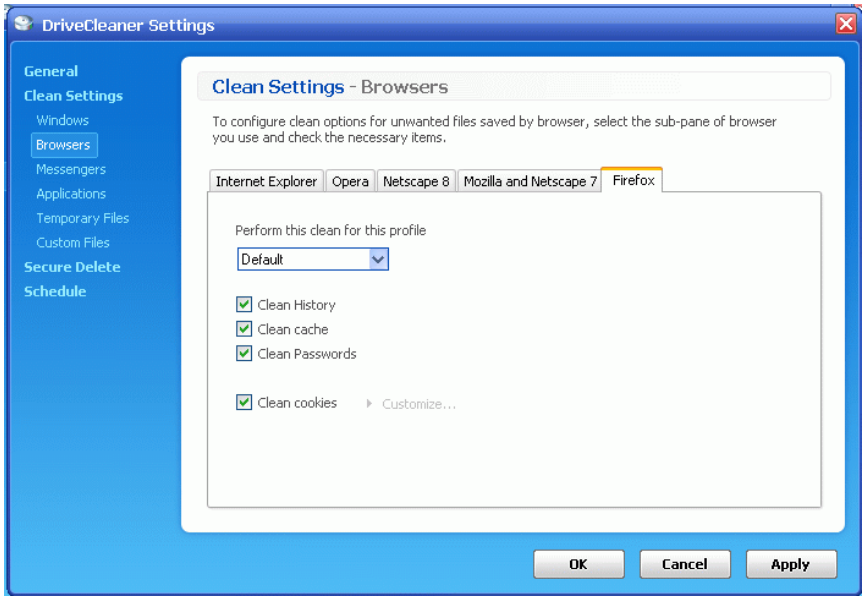
Most websites you visit require the user login and password. Mozilla and Netscape 7 can record this information, so you will not need to type it again. The password is always encrypted and does not allow others to view the information. But anyone can access your account information when he uses your login, as the login and password information will be automatically filled in. **Clean Saved Password History** option, when checked, clears all the passwords that have been saved by your Mozilla or Netscape 7 browser protecting therefore your privacy.

- **Clean cookies**

A cookie is a file sent to a web browser by a web server to record your activities on a website. Cookies can remember various kinds of personal information like your password, so you do not have to re-enter it each time you visit the site. This is dangerous because the websites may use this information to track you. **Clean**

cookies option allows you to clean the cookies stored. In addition, you can choose which cookies you want to keep and which ones you want to erase by clicking **Customize** link. To read more about this option, please click here.

3.2.2.5 Clean Settings for Firefox



*Screenshot 38: **Firefox** sub-pane*

- **Perform this clean for this profile**

DriveCleaner enables you to choose from the drop-down menu for which profile you want to perform a cleaning operation. If you have not created any profiles, the only item in the menu will be **Default**.

- **Clean history**

Firefox keeps the record of web pages and images from the web sites you visited to your hard drive. It does not matter whether you click them or not. This feature helps avoid re-downloading this data when you visit the site. But in this case many megabytes of data of all types get saved to your hard drive. Anyone who uses your computer can tell where you have been browsing on the web. **Clean history** option clears all the records made by Firefox, and a lot of valuable disk space is provided for you.

- **Clean cache**

Cache is used to store information on a temporary basis for quick access. The physical location of this information can be either a hard drive or RAM memory. The idea is to store the data about your computer that may be required to run a particular program or application faster. Using the option **Clean cache** you can clear the cache to have enough disk space for further use.

- **Clean cookies**

A cookie is a file sent to a web browser by a web server to record your activities on a website. Cookies can remember various kinds of personal information like your password, so you do not have to re-enter it each time you visit the site. This

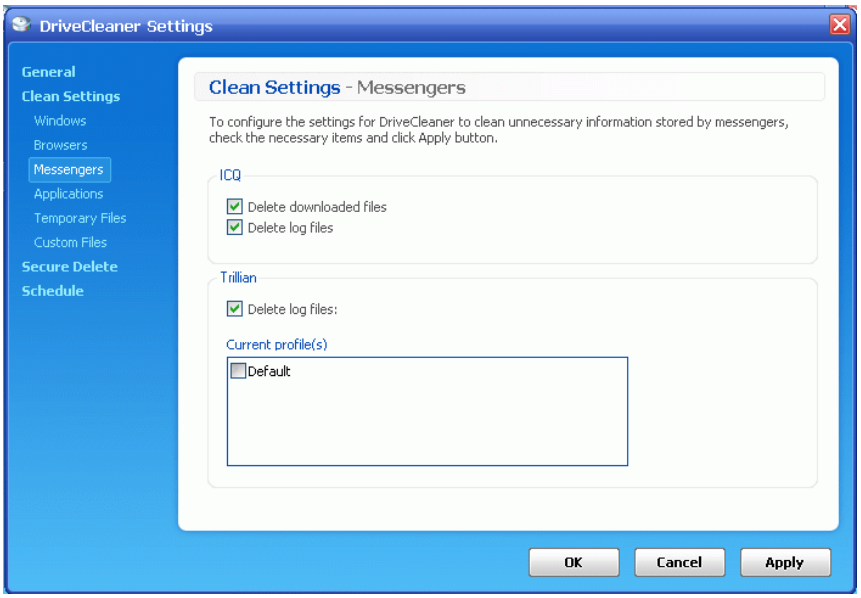
is dangerous because the websites may use this information to track you. **Clean cookies** option allows you to clean the cookies stored. In addition, you can choose which cookies you want to keep and which ones you want to erase by clicking **Customize** link. To read more about this option, please click here.

3.2.3 Cleaning information stored by Messengers

DriveCleaner has a feature of cleaning your **ICQ** and **Trillian** messengers. Based on your individual computer settings, it performs the cleaning operation.

3.2.3.1 Cleaning information stored by ICQ

If **Delete useless files** option is ticked, the files that were downloaded through **ICQ** messenger will be deleted. You can also set **DriveCleaner** delete log files by choosing the second option in this section.



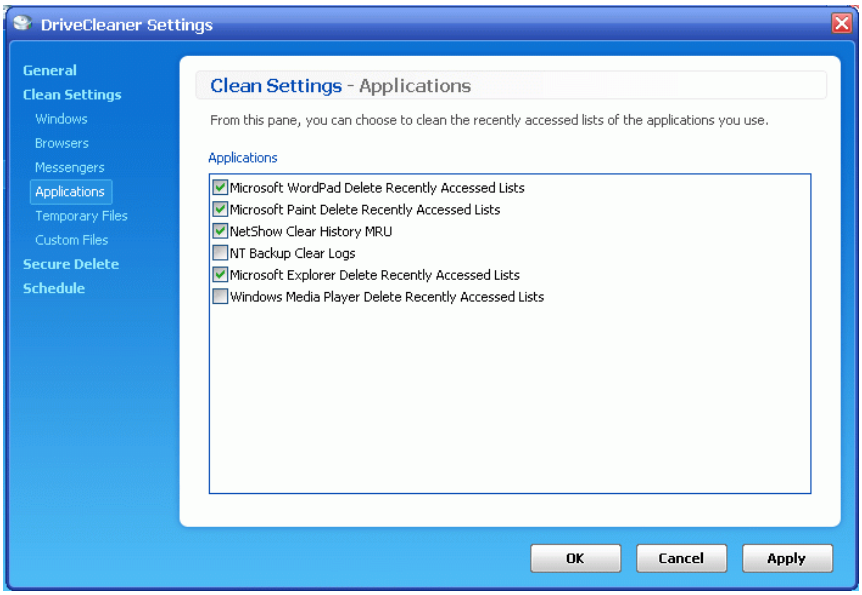
*Screenshot 39: **Messengers** sub-pane*

3.2.3.2 Cleaning information stored by Trillian

Log files are created when using **Trillian** messenger, and they occupy your disk space. Choosing the option **Delete log files** in **Trillian** section will clean all such unwanted log files. **Current profile(s)** section contains files that can create their own logs. Choosing **Profile** will delete such logs too.

3.2.4 Cleaning information stored by Applications

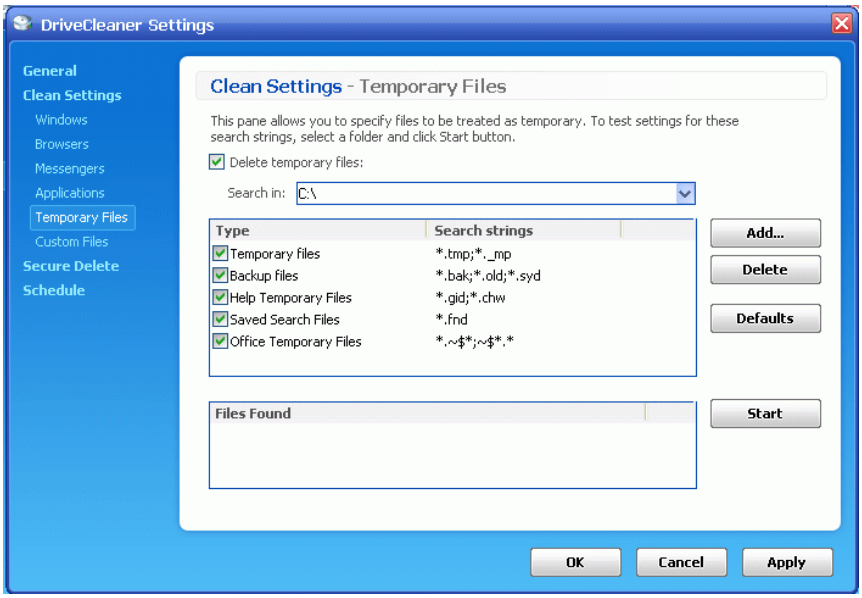
Microsoft has a feature of displaying the lists of recently accessed files in its **File** tab drop-down menu. This feature is designed for your convenience, since you do not have to search for the files once again. This option ensures that you can open the files directly through the **File** tab. Although this option is very useful, it displays all the files you have recently accessed. The files that you had opened may contain confidential information, which you would certainly not want to disclose to anyone. In such cases, the **Applications** sub-pane of **DriveCleaner** becomes handy. With this feature, you can clear all the recently accessed lists of Microsoft MRU, Microsoft Paint, Microsoft Office and WinZip recently accesses lists, file paths and .zips. Next time the **Start** button is clicked, the program wipes all the traces of the chosen applications.



*Screenshot 40: **Applications** sub-pane*

3.2.5 Cleaning Temporary files

The temporary directory in Windows stores temporary files that are used during installation of programs. This folder gathers a lot of evidence of what you do on your computer. Erasing this directory on regular basis is a good habit. **Temporary Files** sub-pane of **DriveCleaner** helps you to delete all the unnecessary temporary files.



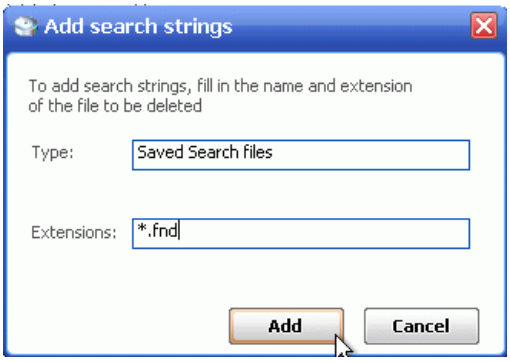
*Screenshot 41: **Temporary Files** sub-pane*

Follow the steps given below to search and clean the temporary files:

- ⇨ Open the main window of **DriveCleaner.**
- ⇨ Click **Change settings** to go to **DriveCleaner Settings** window.
- ⇨ Move to **Temporary Files** sub-pane under **Clean Settings**.
- ⇨ Set the **Search in** field to **All Drives**. This will allow the software to search through all the drives available on your system.
- ⇨ Under the **Type** and **Search Strings** fields some file masks and their extensions are given. You can choose the required file extensions like *Backup files* or *temporary files* and start the cleaning operation through **Custom Cleanup** pane.

You can also create a new mask and run the cleaning. This can be done through the **Temporary Files** sub-pane. Follow the steps listed below to create the mask:

- ⇨ Clicking **Add** button in the **Temporary Files** sub-pane opens **Add Search Strings** window.



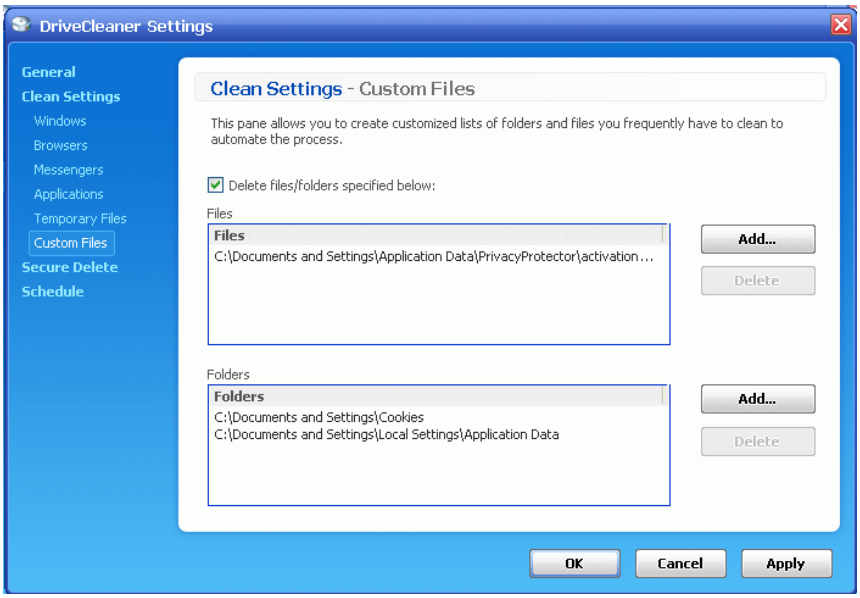
*Screenshot 42: **Add search strings** window*

- Type in a name for the mask you want to create in the **Type** field, and the file extension in the **Extensions** field. For example, on the *screenshot* above, the mask name is *Saved Search Files* and the file extension is **.fnd*.
- Click **Add** and **OK**, which will add the mask to the default list.
- To delete a mask, choose the name of the mask you wish to delete and press **Delete** button.
- Click **Start** button to view the list of files found. You can see the list of files and ensure that only unimportant files are deleted when the cleaning operation is carried out.
- Use **Stop** to end the searching process.
- If some files shown by **Start** are found to be important, please remove the marking beside the name of the corresponding mask and make sure this file does not get deleted by running **Start** again, or save the file to another location.
- **Defaults** button can be used to restore the default settings we have designed for you when developing the software.

When deleting the temporary files, make sure that they are absolutely unnecessary, as these files cannot be retrieved once they are deleted.

3.2.6 Cleaning files and folders

Your computer could have a clutter of files and folders, which you find unnecessary. **DriveCleaner** allows you to clean all these unwanted files and folders from **Files/Folders** sub-pane. From this sub-pane, you can choose to add the unwanted files and folders stored on your system - the ones that you want to delete.



*Screenshot 43: **Custom Files** sub-pane*

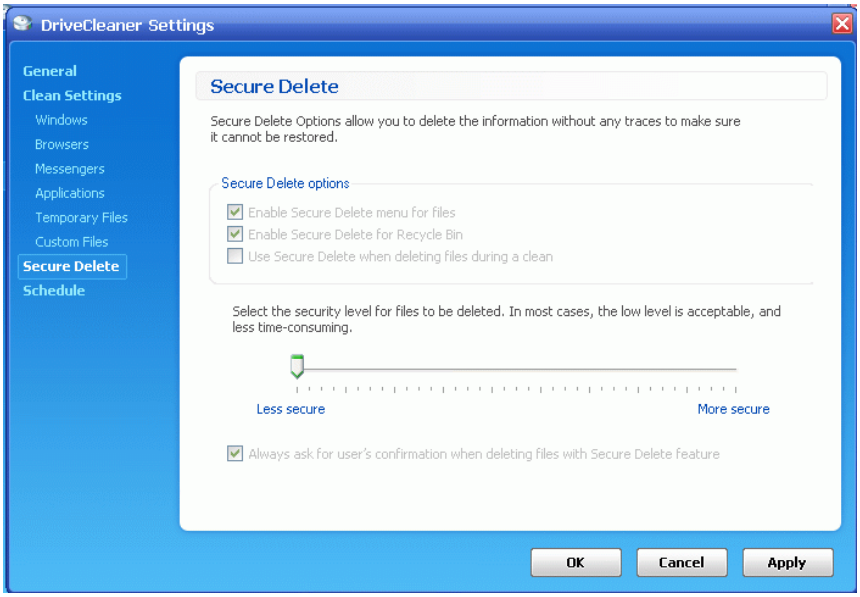
Follow the steps listed below in order to add files/folders to the delete list of **DriveCleaner**.

- ⇨ Open the **Settings** window of **DriveCleaner**.
- ⇨ Move to **Files/Folders** sub-pane of **Clean Settings** pane.
- ⇨ Tick the option **Delete files/folders specified below**.
- ⇨ You can see two separate sections for files and folders.
- ⇨ Clicking **Add** button allows you to choose file(s) or folder(s) from your computer.
- ⇨ Select the unnecessary file or folder that you want to remove from your system.
- ⇨ These folders will be deleted when cleaning operation is carried out from **Custom Cleanup** pane.
- ⇨ You can remove files or folders from this list by selecting them and clicking **Delete**.

3.3 Choosing your security level while deleting files

Secure Delete sub-pane is helpful when you want to wipe out all the traces of information you want to keep away from people's reach. Mere deletion of the files can still make them accessible. The deleted files can be recovered through the Recycle Bin. When complete privacy is desired, **Secure Delete** is the right solution.

The **Secure Delete** feature in available for registered users only.

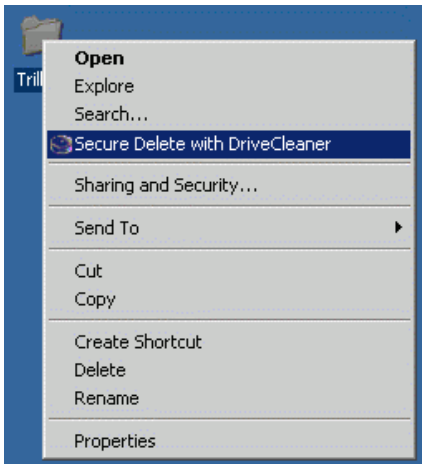


*Screenshot 44: **Secure Delete** sub-pane*

Secure Delete options

- **Enable secure delete menu for files**

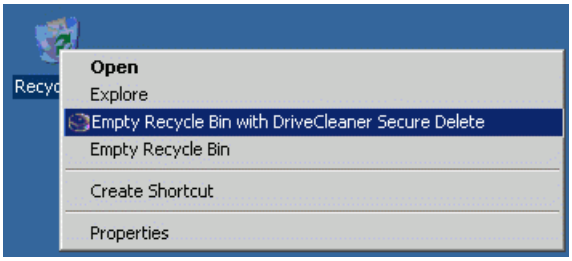
Choosing this option will display **Secure Delete with DriveCleaner** in the right-click context menu of all your files and folders, as shown on the *screenshot* below.



*Screenshot 45: Right-click context menu showing **DriveCleaner Secure Delete** option*

- **Enable Secure Delete for Recycle Bin**

The recycle bin contains the unwanted files or data that are deleted. Even though the recycle bin is cleaned using the **Empty recycle bin(s)** option in the main program window, some instances of such files may still reside without your knowledge. They can be cleaned using **Enable Secure Delete for Recycle Bin** option. Choosing this option will display **Empty Recycle Bin with DriveCleaner Secure Delete** in the right-click context menu of your Recycle Bin, as shown on the *screenshot* below.



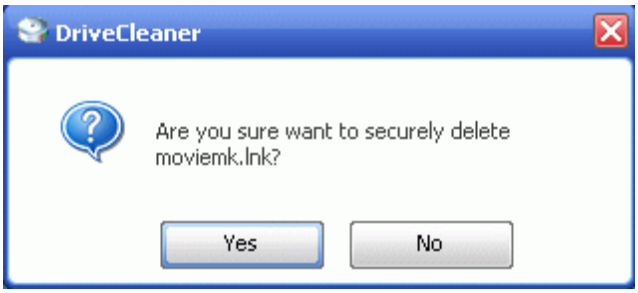
*Screenshot 46: Emptying Recycle Bin with **DriveCleaner Secure Delete** option*

- **Use Secure Delete when deleting files during a clean**

If you wish to run **Secure Delete** on all the selected files in the course of cleaning, choose the option **Use Secure Delete when deleting files during a clean**, as shown on *Screenshot 44*.

- **Always ask for user's confirmation when deleting files with Secure Delete feature**

Choosing this option will make **DriveCleaner** seek your confirmation every time before carrying out **Secure Delete** operation. The files that are securely deleted cannot be restored. Hence, it is essential that you be asked to confirm your intention before performing a **Secure Delete** operation. The confirmation window is shown on *Screenshot 47*.



Screenshot 47: View of the confirmation window

- **Secure Delete meter**

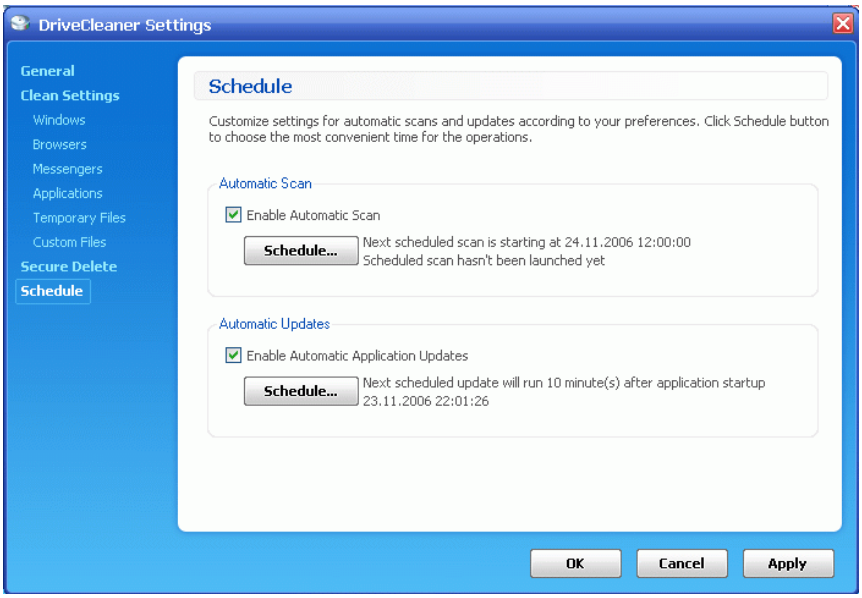
With **DriveCleaner Secure Delete** feature, you can also select the security level for the files that are to be deleted. Select **More secure** to set high security level while performing **Secure Delete**. **Less secure** is selected when you want the security level for **Secure Delete** to be normal. Usually, **Less secure** level is enough to prevent any attempts to restore the files. The secure meter is shown below.



*Screenshot 48: **Secure Delete** meter*

3.4 Scheduling the program

DriveCleaner is a powerful tool that allows you to clean all the unnecessary items from your system thereby creating disk space to run other useful applications. You can set your software to run a scan on its own, which ensures that unwanted files and information are cleared periodically. The software can also be set to update itself automatically.



*Screenshot 49: **Schedule** pane*

3.4.1 Scheduling Automatic scan

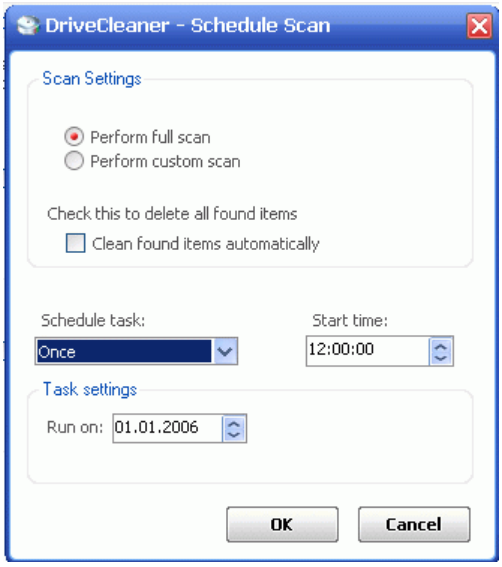
You can forget to scan your PC at regular intervals; thus, unwanted files or information gets accumulated on your system. With **DriveCleaner**, you need not worry, since it gives you a choice of scheduling frequent scans on your computer, see *Screenshot 50*. Choose to run a system scan **Once**, **Hourly**, **Daily**, **Weekly**, **Monthly** and/or **At startup**.

From the same window, you can choose the scan mode you want **DriveCleaner** to run: choose **Perform full scan** if you wish the application to check all your system for unnecessary files, or check **Perform custom scan** if you wish **DriveCleaner** to scan only certain files and folders. To read more about **Custom Scan**, please click here.

3.4.1.1 Scheduler modes

- **Once**

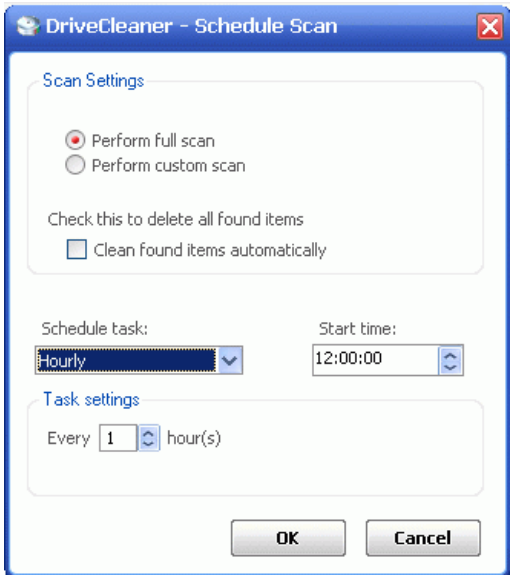
Choose **Once** to schedule **DriveCleaner** to scan your computer for unwanted files or information once a day. Set the start time and date of the scanning operation to be performed.



*Screenshot 50: **Once** option in **Schedule Scan** window*

- **Hourly**

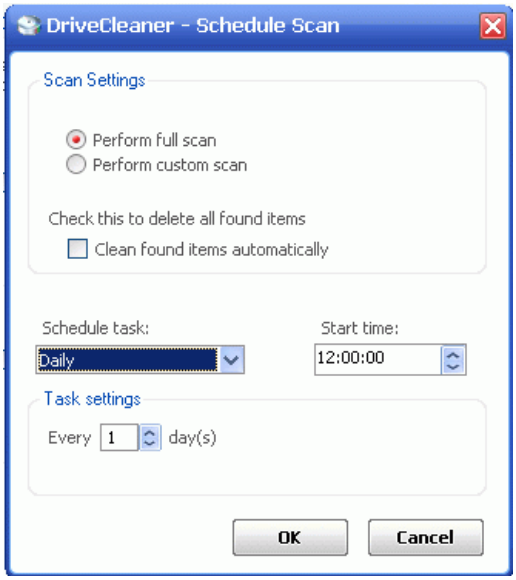
If you want **DriveCleaner** to run scans every specific number of hours, select the option **Hourly** in the **Schedule task**. Set the start time and intervals between the scans.



*Screenshot 51: **Hourly** option in the **Schedule Scan** window*

- **Daily**

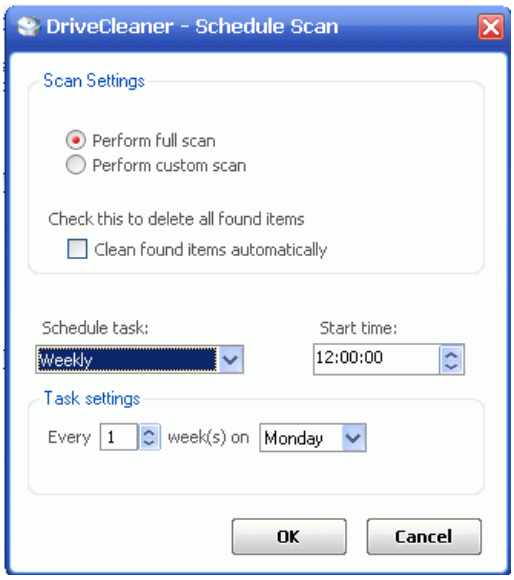
If you prefer to execute scans daily, choose **Daily** in the **Schedule task** field. Set the start time and interval between the scans.



*Screenshot 52: **Daily** option in the **Schedule Scan** window*

- **Weekly**

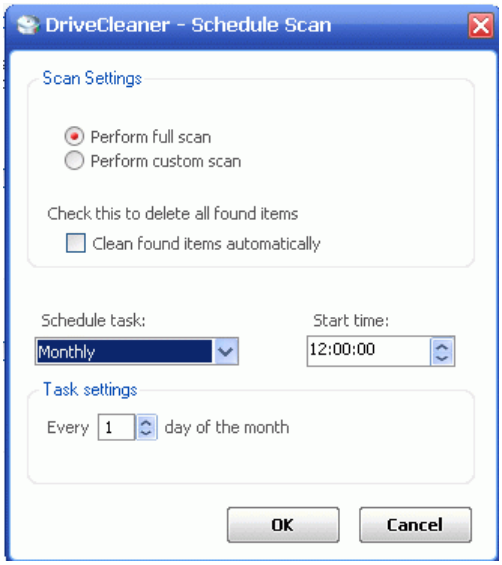
By default the scheduler is set to **Weekly** in the **Schedule Task** field. Choose **Weekly** to execute the scans every specific number of weeks on any day of your choice.



*Screenshot 53: **Weekly** option in the **Schedule Scan** window*

- **Monthly**

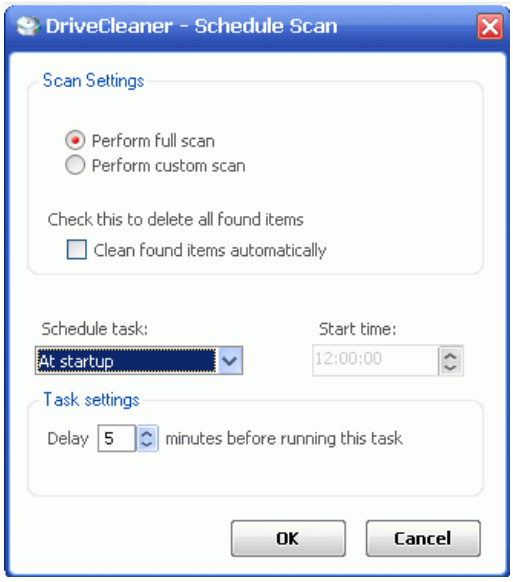
If you want **DriveCleaner** to initiate scans on a particular day every month, choose **Monthly** in the **Schedule task** list. Set the start time and interval between the scans.



*Screenshot 54: **Monthly** option in the **Schedule Scan** window*

- **At startup**

Scans will be performed on your system at startup of **DriveCleaner** after a time lapse (measured in minutes) you set in the delay field. Here, the **Start time** field will lie disabled.



*Screenshot 55: **At startup** option in the **Schedule Scan** window*

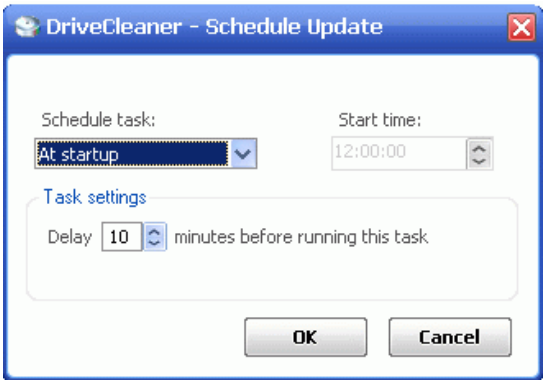
3.4.2 Automatic updates

Your product could get outdated as days go by, and the software can become unable to give you the best it has to offer. That is why it is highly recommended to update your **DriveCleaner** frequently. **DriveCleaner** should be updated in order to incorporate the new features, which will ensure better performance.

Instructions on how you can update **DriveCleaner** manually are given here.

In **Automatic updates** section, you can schedule your **DriveCleaner** updates, so that they are carried out automatically at regular intervals without taking your precious time.

Choosing **Enable Automatic Application Update** option (see *Screenshot 49*) allows you to customize **DriveCleaner** to check for its updates. Click on the **Schedule** button to open **Schedule Update** window.



*Screenshot 56: **At startup** option for **Automatic Application Update***

3.4.2.1 Scheduler modes

You can choose to update your **DriveCleaner Once**, **Hourly**, **Daily**, **Weekly**, **Monthly** and/or **At startup**. The **update scheduler** of **DriveCleaner** is similar to that of the **Schedule scan** feature. Click here to know about the ***Scheduler modes***.

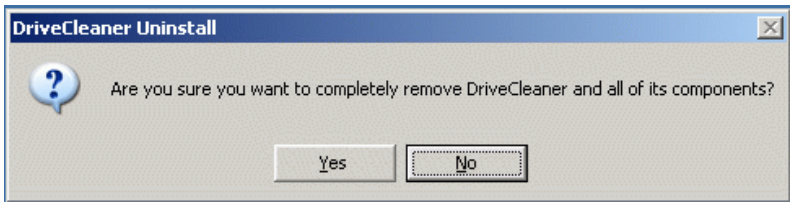
4. Uninstalling DriveCleaner

4.1 Uninstalling the free version of DriveCleaner

To uninstall the trial version of DriveCleaner, you have to follow the steps listed below.

You can open the Start menu folder of **DriveCleaner Free** (**Start → Programs → DriveCleaner Free → Uninstall DriveCleaner**), or explore your system for the folder that you have chosen to install the software into, and run **unins000** file.

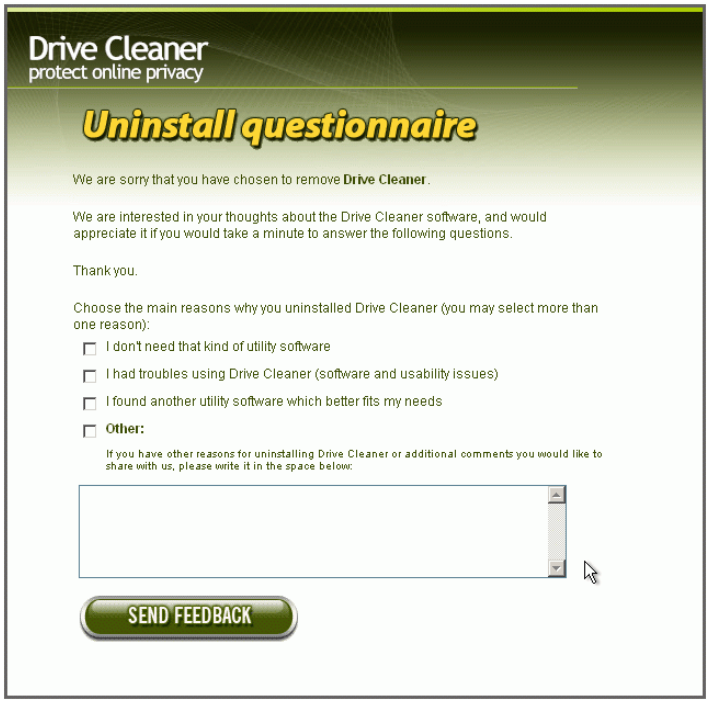
You will be asked to confirm your intention to remove the trial version from your PC.



Screenshot 57: Asking for confirmation to remove the trial version

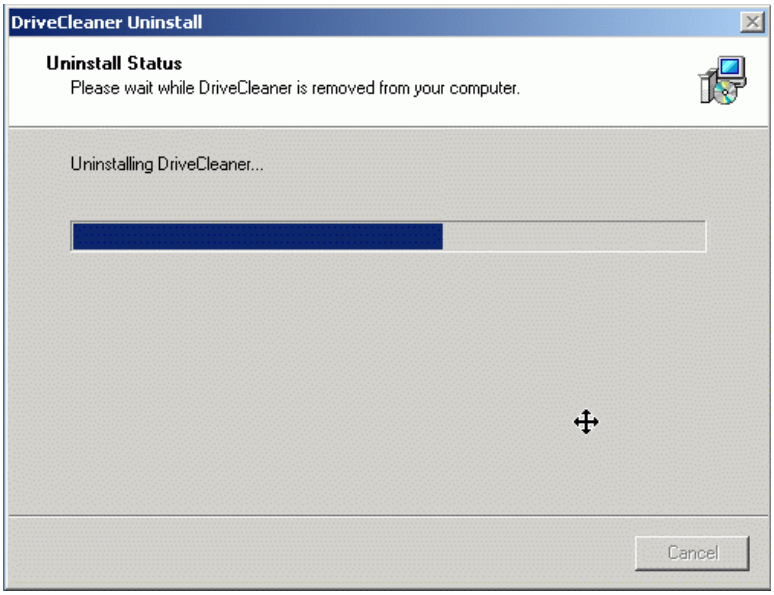
If you have launched the wizard by mistake or have changed your mind, click **No**. Otherwise, choose **Yes**.

You can indicate the reason that makes you delete **DriveCleaner** from your computer. You can also send us your ideas as to how we could improve the software to fit your needs better.



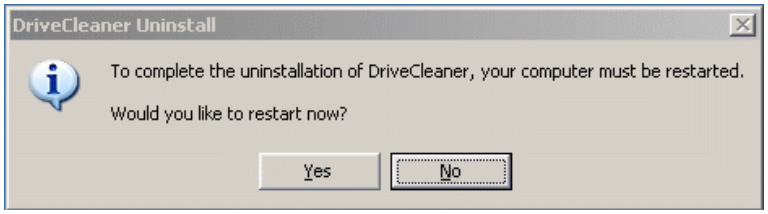
Screenshot 58: Feedback page

You can watch the uninstalling progress on the **Uninstall Status** page.



Screenshot 59: Uninstalling the trial version

Then you will be asked to restart the computer in order to complete uninstalling the program.



Screenshot 60: Asking for confirmation to restart computer

4.2 Uninstalling the registered version of DriveCleaner

If you should want to uninstall the full version of **DriveCleaner** from your computer, please make use of the **Uninstall Wizard**, which will ensure a complete and proper removal of the files and processes related to the software.

The **Uninstall Wizard** can be accessed through **DriveCleaner** folder in the **Start Menu**. Also, you can explore your system for the folder that you have chosen to install the software into, and run **UnWizard.exe**.

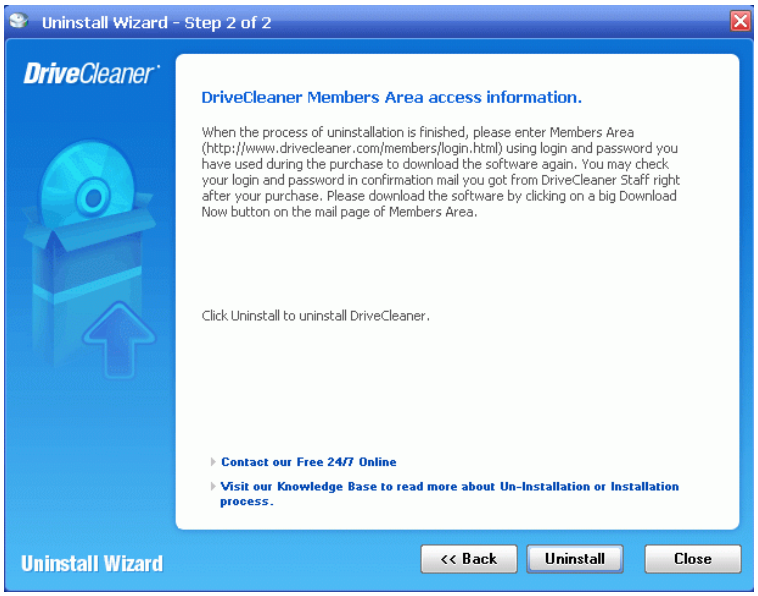
Before starting the removal process, please indicate the reason that makes you do so. Choose one of the radio buttons and click **Next**.



*Screenshot 61: Page 1 of **Uninstall Wizard***

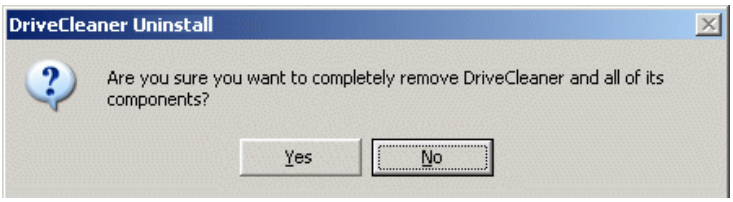
4.2.1 Uninstalling the program with the aim of uninstalling

If you need to uninstall **DriveCleaner** with the aim of reinstalling it soon, you gain the possibility of downloading the software from our website.



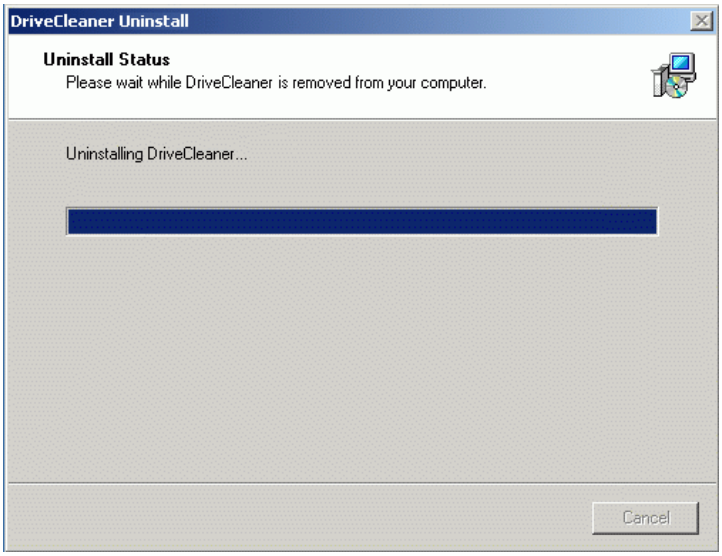
*Screenshot 62: **Members Area** access information*

The **Uninstall Wizard** will ask for your confirmation before starting to delete the files. So, if you have launched the wizard by mistake or have changed your mind, click **No**. Otherwise, choose **Yes**.



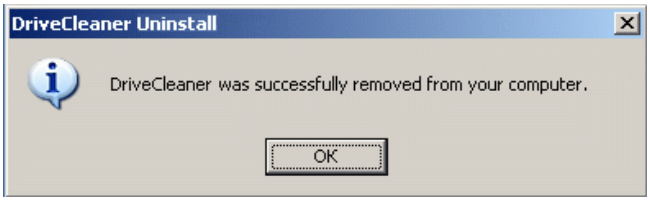
Screenshot 63: Asking for confirmation to remove the software

You can keep track of uninstalling **DriveCleaner** judging by the progress bar on the **Uninstall Status** page.



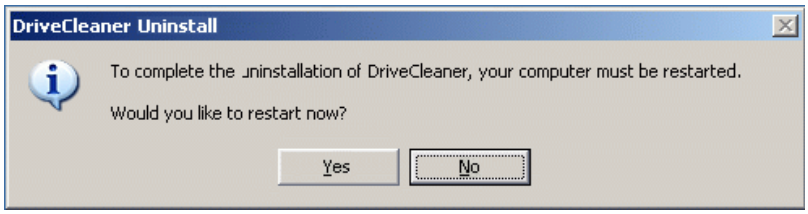
Screenshot 64: Uninstalling in progress

When **DriveCleaner** has been uninstalled, this will be notified to you.



Screenshot 65: Uninstalling finished

You may be asked to restart the computer in order to complete uninstalling the program.



Screenshot 66: Asking for confirmation to restart PC

After having uninstalled **DriveCleaner** from your computer, you can go to Members Area at http://drivecleaner.com/members/login.html. Please enter the login and password that you used when purchasing the product. You can check your login and password in the confirmation letter you received right after purchasing **DriveCleaner**.

Click **Download** button in the Members Area to re-download the program.

To get additional information about how you can uninstall and reinstall **DriveCleaner**, please contact our **Free 24/7 Support** at http://drivecleaner.com/support/ or refer to our online **Knowledge Base**.

4.2.2 Uninstalling the program because of a problem faced

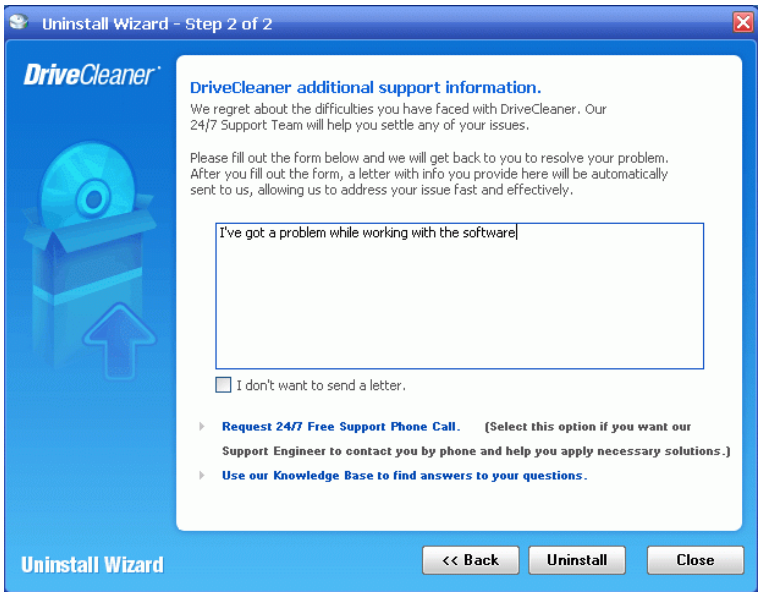
If you have to uninstall **DriveCleaner** due to a problem that has arisen in the course of your working with the software, please choose the second option from page 1 of the **Uninstall Wizard**, see *Screenshot 61*.

After that, a window will appear encouraging you to get the assistance of our **Support Team**. Please describe the problem arisen in every detail possible in the blank field of the window.

If you do not want to familiarize us with your problem, then tick **I don't want to send a letter**.

If you wish that our support technicians contact you by phone and help you analyze and solve the problem, then request for the free phone call from this window. Click the corresponding link at the bottom and go to http://drivecleaner.com/support/ in order to make the request.

Apart from this, you can refer to our online Knowledge Base located at http://kb.drivecleaner.com/.



Screenshot 67: Window for getting technical assistance

To go to the previous page, click **Back**. If you are still determined to remove **DriveCleaner** from your PC, click **Uninstall**.

After that, you will be asked to confirm your intention to remove the software, as described above (see *Screenshot 63*). You can keep track of uninstalling **DriveCleaner** by the progress bar on the **Uninstall Status** page (see *Screenshot 64*). When the un-installation has been finished, you will be notified of this or asked to restart your computer, as shown on *Screenshot 65* and *Screenshot 66*.

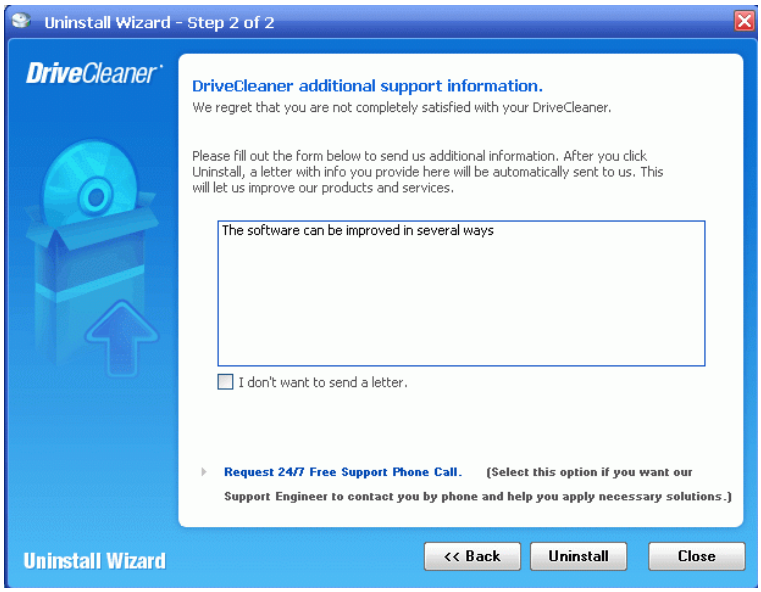
4.2.3 Uninstalling the program for other reasons

If the reason for removing **DriveCleaner** is that you are not completely satisfied with the program features or functioning, choose the third radio button on page 1 of the **Uninstall Wizard** (see *Screenshot 61*).

After that, a window will appear encouraging you to share your suggestions as to how we could improve our products to meet your requirements. Please type the details in the blank field of the window.

If you do not want to send us any additional information, then tick **I don't want to send a letter**.

If you wish that our support technicians contact you by phone and help you analyze and solve any problems related to **DriveCleaner**, then request for the free phone call from this window. Click the corresponding link at the bottom and go to http://drivecleaner.com/support/ in order to make the request.



Screenshot 68: Window that encourages sending your suggestions to us

To go to the previous page, click **Back**. If you are still determined to remove **DriveCleaner** from your PC, click **Uninstall**.

Then you will be asked the confirmation for removing the software, as described above (see *Screenshot 63*). You can keep track of uninstalling **DriveCleaner** by the progress bar on the **Uninstall Status** page (see *Screenshot 64*). When the un-installation has been finished, you will be notified of this or asked to restart your computer, as shown on *Screenshot 65* and *Screenshot 66*.

5. Troubleshooting

5.1 Familiarizing us with your computer via Supporter Tool

- **Overview**

Supporter Tool is a significant feature of **DriveCleaner**. The tool is designed to provide you with prompt and valuable support whenever you encounter a problem with the software's working.

Supporter Tool is included in the full version of **DriveCleaner**

Supporter Tool can be accessed in several ways. After you install the product, the tool can be found in **Start → Programs → DriveCleaner → Report Software Defect** (if the default destination is chosen for program shortcuts). You can also access **Supporter Tool** by clicking the **Support** program link. The **Supporter Tool** can also be run from the **Program files** folder on the hard disk **(C:\Program Files\ DriveCleaner),** and the file is called **Support**.

- **Function**

The purpose of **Supporter** is collecting your system information. You can choose to send either a full or a short report with the help of this tool. Sending the full report takes more time (about 3-5 minutes), while the short one takes some 2 or 3 seconds. If you are facing critical troubles with the product or system after installing the software, send us the full report. If the problem is not severe, a short report will suffice. An interesting feature of the **Supporter Tool** is that it does not need a mail client like Outlook/Outlook Express to send a report. Thus, no message is created in your mail client. But when your SMTP server address is incorrect, mail clients can be useful. Go to Step 4 to know more about this feature.

- **Information gathered**

Supporter Tool gathers information about the version of your Operating System, Service Packs, Anti-virus software installed, System Model, System Type, Total Virtual Memory, Available Virtual Memory, BIOS Version, Processor, and so on. The information about your computer that is gathered by the **Supporter Tool** is mailed to the support team along with a form that opens after information collection.

***Supporter Tool** is definitely not a spyware and running it on your PC is at your own discretion.*

- **Utility of Supporter Tool**

Many a time, the problems you face with the functioning of your software may not be quite complex, but inability of proper direct communication to the Customer Support can make this problem much harder to solve. The issue you describe in an e-mail could be completely misinterpreted, and there may be certain vital details you could fail to provide, thus making it impossible for us to understand the problem you encounter. There are situations when the problems you face with the software may be inherent not to the software but to your PC. **Supporter**

Tool acts as a medium between you and the Customer Support in resolving your problems fast and without extra effort.

- **Working**

⇨ **Step 1**

To launch **Supporter Tool**:

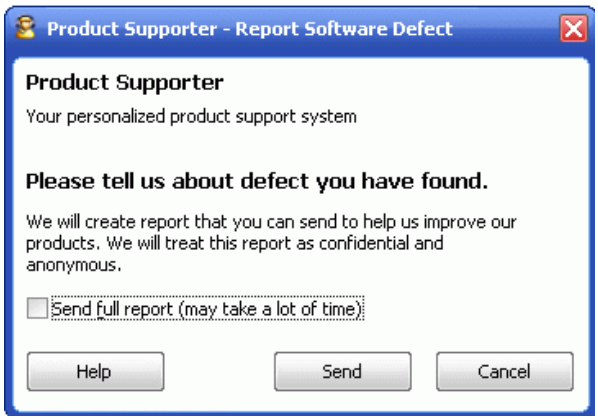
(a) Follow the path, **Start → Programs → DriveCleaner → Report Software Defect** or,

(b) Follow the path **C:\Program Files\DriveCleaner** and click the file **Support**.

(c) Click **Support** button in the upper menu and choose **Report Software Defect.**

⇨ **Step 2**

To send a short report of your problem, click **Send** button without ticking **Send full report** option. Tick **Send full report** to send a detailed report on your problem.



*Screenshot 69: Initial window of **Supporter Tool***

⇨ **Step 3**

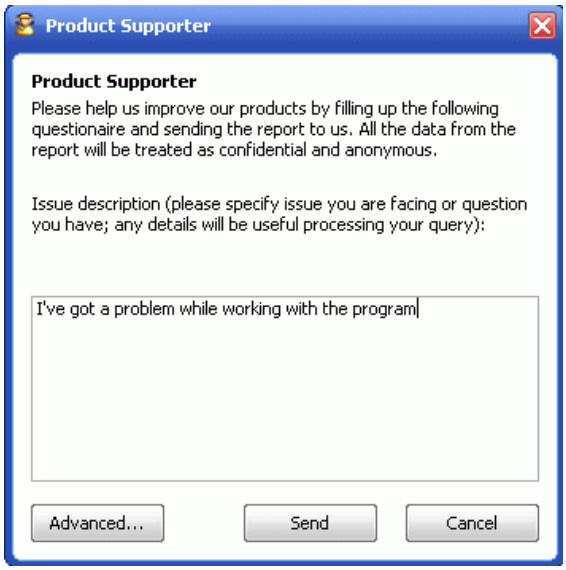
Clicking **Send** activates the information collection. The process can be aborted anytime in between by clicking **Cancel**. The elapsed time can be seen in this window.



*Screenshot 70: Process window of **Product Supporter***

⇨ **Step 4**

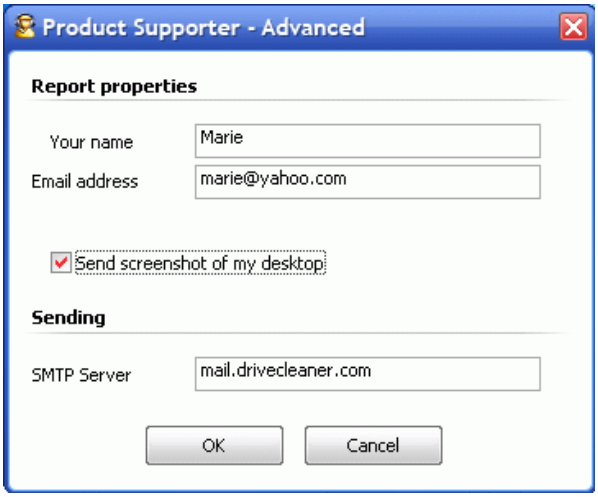
Once the process has been completed, a form to be sent appears. Describe your problem in the blank field. Click **Send** to send the mail to our support team.



*Screenshot 71: Form sent by **Supporter Tool***

*Run **Supporter Tool** on the system where the program has encountered the problem. Coming across a problem on one system and running **Supporter Tool** on another will not give the desired results.*

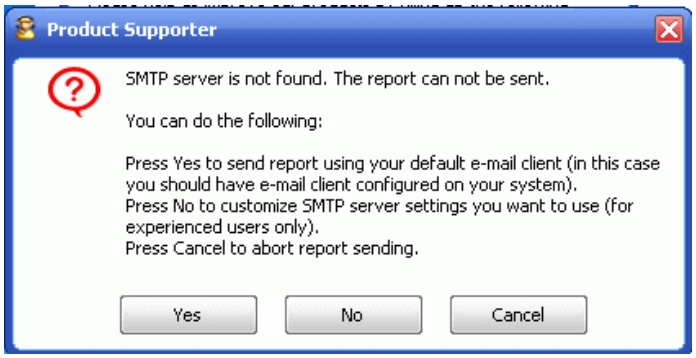
The **Advanced** button takes you to a window that displays the SMTP Server settings. You can edit the server settings and report properties, including user name and email address, in this window.



*Screenshot 72: **Report properties** window*

To send a mail using **Supporter Tool**, the SMTP server address has to be exact. If the address is not correct, you will encounter an error (as shown on *Screenshot 73)* when the **Send** button is clicked to send the problem description form (see *Screenshot 71*). When the error window appears, you can choose **Yes**

to send the report with the help of your email client, if you have one installed. Clicking **No** requires you to be an advanced user. You will need to know how to customize SMTP server settings. It is advised that you do not attempt to click **No** if you are experienced customization. Using **Cancel** stops you from sending a report.



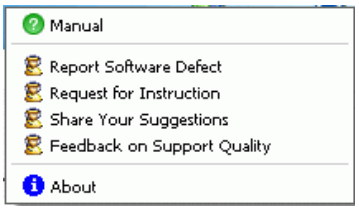
Screenshot 73: View of the error window when SMTP server address is not correct

⇨ **Step 5**

Wait for the 24/7 Customer Support team to get back to your problem. The answer will be sent to the email address you provide in the email address field of the form shown on *Screenshot 72*.

5.2 Support menu

The **Support** menu opens when you click the **Support** tab found in the top-right corner of the main program window.



*Screenshot 74: **Support** menu*

Manual	Clicking **Manual** opens the **User's Manual** to help you use the software. This can also be done through the keyboard, using the function key F1.
Report Software Defect	Choose **Report Software Defect** to communicate a discrepancy in the functioning of your **DriveCleaner** via **Supporter Tool** (see here). **Supporter Tool** can be used by registered users only.
Request for Instructions	Click **Request for Instructions** when you need detailed guidelines on how to go about a specific process or feature.
Share Your Suggestions	Choose **Share Your Suggestions** when you desire to propose improvements to our product. Your invaluable suggestions would help us to enhance the quality of **DriveCleaner**.
Feedback on Support Quality	Choose **Feedback on Support Quality** to offer valuable feedback on the quality of **Customer Support** service we provide you with whenever you need assistance of any kind.
About	Click **About** to view **DriveCleaner** splash screen.

5.3 Frequently Asked Questions (FAQs)

Q. What is **DriveCleaner**? Why do I need it?

Q. Why should I register my **DriveCleaner**?

Q. When I tried installing **DriveCleaner** for the first time I got a system error. What should I do?

Q. I used **DriveCleaner** for 2 months on my home computer. Then I upgraded my system, and **DriveCleaner** was erased. I liked the software very much but I am not sure if I have to pay for it again. How can I get **DriveCleaner** on my system for free?

Q. I have lost my activation code. What should I do?

Q. Why do I need to update the program periodically? It seems to work fine even without updates.

Q. Why do I need to clean my temporary folder in Windows?

Q. Why should I perform secure delete for Recycle Bin(s)?

Q. Will **DriveCleaner** helps me clear unwanted files associated with a program after its uninstallation?

Q. What is the advantage of cleaning the cache of my browsers?

Q. What risk do I face if I do not clean the cookies of my browsers?

Q. My system seems to be running low on disk space. Will **DriveCleaner** help me free my disk space from unwanted archives?

Q. What is DriveCleaner? Why do I need it?

DriveCleaner is a very useful application that aims at ensuring complete privacy of any of your activities on the computer. All traces of unwanted information are completely erased from your system creating more disk space for other efficient processes to run. Most operating systems like Windows keep a log of the activities performed, which puts your privacy at stake. **DriveCleaner** understands your value for privacy and removes unwanted information from your Windows files, browsers, messengers, temporary files and/or folders, and applications. Information about your browsing activities is protected when **DriveCleaner** is in action.

Q. Why should I register my DriveCleaner?

The free version of **DriveCleaner** is only a trial version. It is designed for you to get acquainted with the software and decide whether you want to use it for a long time or not. It finds privacy violations on your computer, but does not clean them.

To gain full access to the features of **DriveCleaner**, you have to register it. The registered users get a wide range of benefits and can effectively use **DriveCleaner** for guarding their privacy.

Q. When I tried installing DriveCleaner for the first time I got a system error. What should I do?

Every pack of **DriveCleaner** is individually tested. By the frequency of updates available you can evaluate the improvements made. Even so, some error or bug may escape our attention, and we will be grateful if you inform us about them. Most errors happen due to computer configuration, and we are always here to help you solve them. First of all, check whether the software has been installed properly. If you find any problems with the installation, please contact our support service at http://www.drivecleaner.com/support/.

Q. I used DriveCleaner for 2 months on my home computer. Then I upgraded my system, and DriveCleaner was erased. I liked the software very much but I am not sure if I have to pay for it again. How can I get DriveCleaner on my system for free?

We appreciate that you prefer our product to others. As long as you have the activation code, which is provided to you when you purchase the product, you can always download it from the **DriveCleaner** website. This does not require you to pay for the product again. The Customer Support team will provide you with sufficient information on how to re-download the software and install it on your system. But be aware of the validity period of the product, as the product is valid for only one year from the date of purchase.

Q. I have lost my activation code. What should I do?

If you have lost your activation code, you should send a report to our Customer Support executives using the **Supporter Tool**. Click here to know more about the **Supporter Tool**.

Q. Why do I need to update the program periodically? It seems to work fine even without updates.

We aim at providing you with high-quality products. Continuous research and development go into improving the product and adding features to serve you better. Updates make **DriveCleaner** more user-friendly, bugs-free and well-functional. We suggest that you should update your version of **DriveCleaner** every two weeks. This would serve to ensure that you avail the latest features of the products. To learn more about the update feature, click here and here.

Q. Why do I need to clean my temporary folder in Windows?

Temporary folder contains periodic records of all activities that take place on your computer along with copies of the files being worked with. This data consumes a lot of space on your computer. To save disk space, it is advisable to erase the logs kept in the temporary folder. When **Clean temporary folder** option in the

Windows section of **Clean Settings** pane is chosen, the program cleans all the entries contained in the temporary folder.

Q. Why should I perform Secure Delete for Recycle Bin?

The files and/or folders that are deleted by the user are moved to the Recycle Bin. Even if you delete all the unwanted files from the Recycle Bin using the option **Windows → Empty Recycle Bin**, some pieces of the deleted files may still remain possible to recover. Such data can be completely cleared using **Secure Delete** options. However, there is no way to restore the contents, once they have been deleted from the Recycle Bin with this option. So, **Secure Delete** option has to be exercised with caution.

Q. Will DriveCleaner help me clear unwanted files associated with a program after its un-installation?

When a program is installed, its files are usually stored in the Program Files folder on your computer. However, when the program is uninstalled, not all the associated files get deleted. As time goes by, a large amount of such files can get accumulated on your system thereby consuming your valuable disk space. The files can be deleted by choosing **Clean downloaded installations** in **IE 4/5/6** of **Browsers** section in **Clean Settings** pane.

Q. What is the advantage of cleaning the cache of my browsers?

Cache provided by Windows eliminates the need of re-downloading the objects again and serves as a buffer for images, sound, videos and other objects from the sites you visit. But this information consumes a lot of disk space and reduces the speed of the system. In order to solve the problem, it is advisable to clean the cache of your browsers. **DriveCleaner** allows you to clean the cache of your Internet Explorer (versions 4, 5 and 6), Netscape Navigator, Opera, Mozilla and/or Firefox by choosing **Clean cache** option for these browsers in the **Browsers** section.

Q. What risk do I face if I do not clean the cookies of my browsers?

Cookies are small pieces of information that some web sites ask to store on your computer. These cookies are used by website owners to track your surfing activities. This is a threat to your privacy. Enabling **Clean cookies** option in the **Browsers** section of the **Clean Settings** pane makes **DriveCleaner** delete cookies of your **Internet Explorer**, **Netscape Navigator**, **Opera, Mozilla,** and **Firefox** browsers. You can specify which cookies are to be deleted and which are to be saved.

Q. My system seems to be running low on disk space. Will DriveCleaner help me free my disk space from unwanted archives?

DriveCleaner provides you with options like *Windows*, *Messengers*, *Browsers*, *Applications*, *E-mails*, *Temporary Files* and *Files/Folders*. Configuring settings for each of these sections will allow you to clean all the unwanted data that are stored on your system. Thus, it ensures more disk space. You can choose the unwanted files for deletion and click on **Start** in the **Custom Cleanup** pane.

5.4 HOWTOs

Q. HOWTO keep my **DriveCleaner** always up-to-date?

Q. HOWTO clean my **Temporary Files**?

Q. HOWTO clean the unwanted files and folders on my computer?

Q. HOWTO perform secure delete operation?

Q. HOWTO schedule **DriveCleaner** to run an Automatic scan at system startup?

Q. HOWTO keep my DriveCleaner always up-to-date?

Manual update

1. Launch **DriveCleaner**.
2. Click **Check for updates** link in the main program window; or click on **Update** tab found in the main program window; or open the system tray menu and choose **Check for updates**.

Automatic update

1. Launch **DriveCleaner**.
2. Click on **Change settings** tab found in the main program window.
3. Move to **Schedule** pane of **Settings** window.
4. Choose **Enable Automatic Application Updates** option in **Automatic Updates** section.
5. Click **Schedule** button to enable automatic program updates. Click here to know more about scheduling updates for your software.

HOWTO clean my Temporary Files?

Follow the steps listed below to erase **Temporary Files** from your system:

1. Launch **DriveCleaner**.
2. Click on **Change settings** tab found in the main program window.
3. Move to **Temporary Files** pane under **Clean Settings** pane.
4. Set **Search in** to **All drives**.
5. Choose the file extensions in the **Type** and **Search Strings** section.
6. If required, create a new mask by clicking **Add** and typing in the required parameters for it.
7. Click **Start** button to view the list of the files found according to the masks you have selected. By clicking **Start**, you make sure that only unimportant files are deleted.
8. If some file is considered to be important, please remove the tick from the check box placed beside the corresponding mask to make sure that this

file will not get deleted by running **Start** again, or save the file to another location.

9. When you have set the cleaning options, move to **Custom Cleanup** pane, tick **Temporary Files** and click **Start**.

HOWTO clean the unwanted files and folders on my computer?

Follow the steps listed below to erase unwanted files and folders from your system:

1. Launch **DriveCleaner**.
2. Click on **Change settings** tab found in the main program window.
3. Move to **Custom Files** sub-pane under **Clean Settings** pane.
4. You can choose to add files and folders from your system.
5. Choose **Delete files/folders specified below** option. There are separate sections for files and for folders.
6. When **Add** buttons are clicked in the corresponding sections, you can choose files or folders from your computer.
7. Select the unnecessary files or folders that you want to remove from your computer.
8. When you have set the cleaning options, move to **Custom Cleanup** pane, choose **Custom Files** option and click **Start**.

HOWTO perform Secure Delete operation?

Follow the steps listed below to perform a secure delete operation:

1. Launch **DriveCleaner**.
2. Open **Change settings** window and move to **Secure Delete** pane.
3. Check the option **Enable Secure Delete menu for files**. This will display **Secure Delete with DriveCleaner** in the right-click context menu of all your files and folders. With this menu, you can securely delete the unwanted files and folders.
4. Tick the option **Enable Secure Delete for Recycle Bin** to enable secure delete function for the files or folders kept in the Recycle Bin. This will display **Empty Recycle Bin with DriveCleaner Secure Delete** in the right-click context menu of the Recycle Bin. With this menu, you can securely delete all the items from your Recycle Bin.
5. If you want to run secure delete on all the files while a cleaning operation is carried out, choose the option **Use Secure Delete when deleting files during a clean**. By doing so**,** you enable the program to seek your confirmation every time before it carries out a deleting operation.
6. The level of security can be set on a scale from **Less Secure** to **More Secure**. When high-level security is intended for your files, pull the secure

meter to **More Secure**. Click here to learn more about **Secure Delete** feature.

HOWTO schedule DriveCleaner to run an Automatic scan at system startup?

Follow the steps listed below to make **DriveCleaner** start scanning your PC when it boots:

1. Launch **DriveCleaner**.
2. Open **Settings** window and move to **Schedule** pane.
3. Tick the option **Enable Automatic scan**.
4. Click **Schedule** to open **Schedule Scan** window**.**
5. Select **At startup** from the **Schedule task** drop-down list.

5.5 Support services

Customers who seek expert support while working with **DriveCleaner** are offered several options for their benefit.

To get instant technical assistance for their doubts and queries regarding the software, the users of **DriveCleaner** can visit our website at http://www.drivecleaner.com. They can also mail their queries to support@drivecleaner.com. Our Email Customer Support Center offers 24x7 support to the customers. Apt solutions are provided within 15 minutes after the query reaches our support help desk. Registered users can submit a report compiled by **Supporter Tool** with the detailed description of their problems related to **DriveCleaner**. The customer support executives will examine the system files and applications thoroughly and provide solutions to the problems.

If you wish that our support technicians contact you by phone and help you analyze and solve your problems, go to http://drivecleaner.com/support/ in order to request the free phone call. Our call center executives would be glad to attend to your queries and offer instantaneous solutions. Also, our technicians make callbacks to ensure complete satisfaction with the product after the issues are solved.

Apart from this, our customers can refer to our online Knowledge Base located at http://kb.drivecleaner.com/. They can also enjoy the privilege of upgrading the software to newer versions launched into the market.