



# CCleaner

Avoid error messages, download missing definitions and fix problems with Windows after cleaning

## Error messages during installation

If you're trying to install CCleaner for the first time, you may see an error message if you're not logged into Windows using an administrator account. Select an administrator account when prompted, and then type the correct password. Alternatively, log out and log back in as an administrator.

You may also see an 'Abort, Retry, Ignore' dialogue box when trying to update or install CCleaner in Windows XP or Vista. Exit CCleaner, wait a few moments then click Retry.

## CCleaner doesn't clean up all user accounts

CCleaner doesn't clean every account by default. If necessary, reinstall CCleaner and choose the option to make it accessible to all users when it appears. Alternatively, install it for individual user accounts as and when needed. If you choose the latter option, you'll need to log into each user account in turn before running CCleaner.

## CCleaner's portable version won't launch

There are several things that can prevent the portable version of CCleaner ([www.snipca.com/16391](http://www.snipca.com/16391)) from working. First, make sure you're launching the correct file for your version of Windows, because the portable edition comes in 32bit and 64bit versions. Trying to launch CCleaner64.exe on a 32bit machine will result in an error message (see screenshot below). If you see a Security Warning message, click Run. If the User Account Control (UAC) dialogue box then appears, click Yes. Finally, you need to be logged in

as an administrator for all CCleaner's features to work.

## Cleaning process is slow

If CCleaner slows to a crawl, you may have intentionally (or inadvertently) enabled secure-file deletion. To check, click Options followed by Settings and then look in the Secure Deletion section. Select 'Normal file detection' for the fastest speed, or 'Secure file detection' and 'Simple Overwrite (1 pass)' for safer deletion that's still pretty nippy.

## CCEnhancer's definitions aren't added

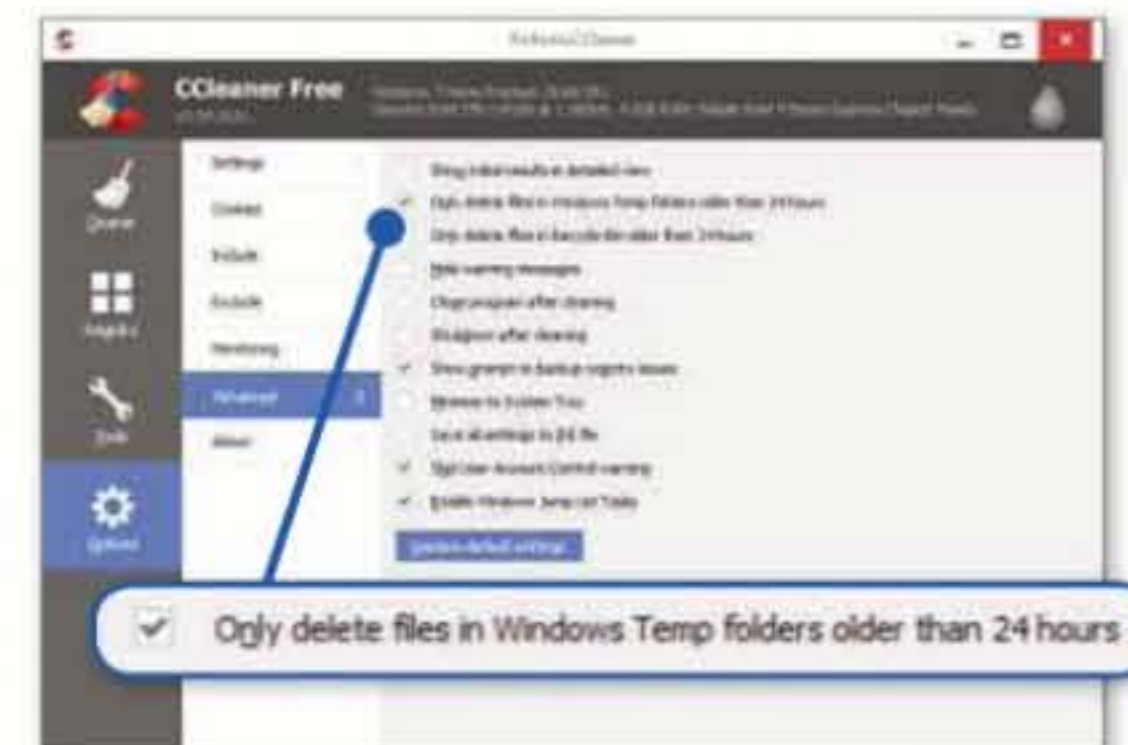
If you've installed the excellent free CCleaner plug-in CCEnhancer ([www.snipca.com/16390](http://www.snipca.com/16390)) and are wondering why its extra definitions haven't appeared in CCleaner itself, it's because CCEnhancer doesn't actually come with any definitions – you have to download them separately. Launch CCEnhancer then click the blue Download Latest button, and then launch (or restart) CCleaner.



Click Download Latest in CCEnhancer to ensure you've got the plug-in's latest extra definitions

## Some temporary folders aren't deleted

There's a hidden option in CCleaner that preserves recent temporary files. This is enabled by default, so to ensure everything



Untick 'Only delete files in Windows Temp folders...' to ensure CCleaner deletes everything

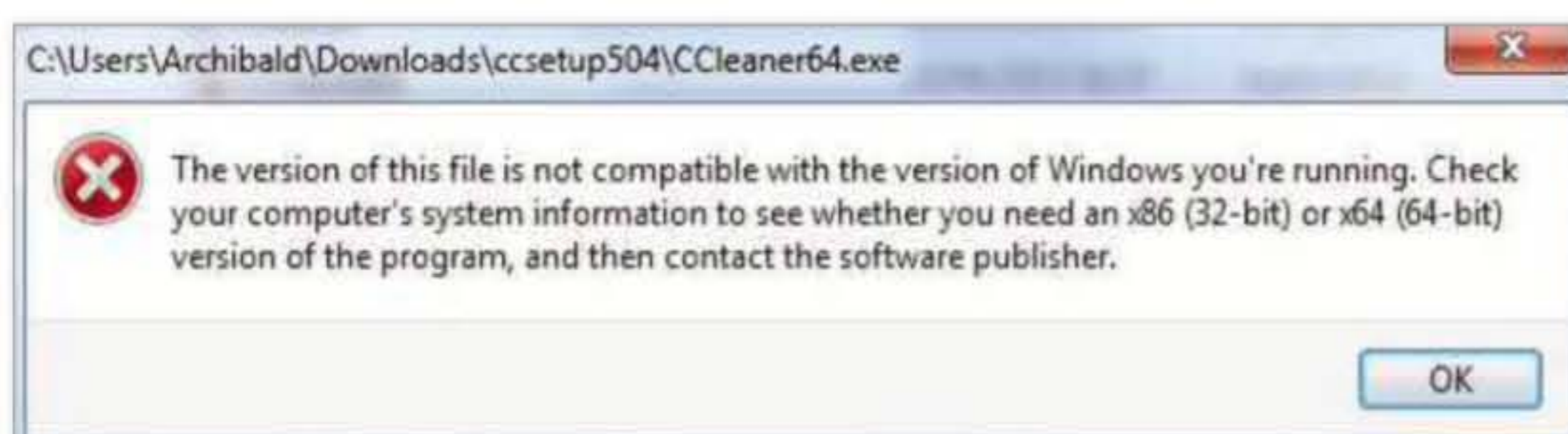
is deleted, click Options, Advanced, then clear the tick from the 'Only delete files in Windows Temp folders older than 24 hours' box. There's a similar option below it for the Recycle Bin, if you're having the same problem with that.

## Firewall tries to block CCleaner

CCleaner has to access the internet to download updates, and so does CCEnhancer. This may occasionally trigger warning messages from your firewall. Once you've read the warning, click the relevant button (Allow, Yes or Continue) to let the program proceed. This typically occurs only once, but if it happens repeatedly look in your firewall for an option to activate exceptions for CCleaner and CCEnhancer.

## Windows goes wrong after running CCleaner

The most likely cause is changes made to the Windows Registry. Before cleaning the Registry, CCleaner offers to make a backup: you should always click Yes, so you can return to your previous state if things go wrong. By default, these backups are stored in your My Documents folder, so use Windows Explorer or File Explorer to navigate there then double-click the most recent backup – it'll have a REG (.reg) file extension. When the Registry Editor dialogue box appears, click Yes to confirm the restore. If Windows won't even launch then, restart in Safe Mode (tap F8 after your computer powers up then use the arrow keys and Enter to choose Safe Mode) then follow these instructions.



You'll see an error message if you try running the wrong portable version of CCleaner