



Menu Commands



Options Menu



Undo Changes



Preferences...



Run In Background



Exit

Undo Changes command (Options menu)

See Also

Occasionally, the changes Norton Disk Doctor makes when it repairs a problem on your disk are not what you expected. Use this command to undo any repairs Norton Disk Doctor made and return your disk to its state before the repairs were made.

Do not use this command if you have saved, deleted or copied files after repairs were made. Any attempt to do so may result in data loss.

NOTE: You must create an undo file *before* allowing Norton Disk Doctor to make any repairs to your disk. If you didn't create an undo file, the repairs cannot be reversed. See [Undoing Norton Disk Doctor Changes](#) for details.

Creating an Undo File

Undoing Norton Disk Doctor Changes

Test Overviews

Preferences... command (Options menu)

See Also

Use this command to customize the Norton Disk Doctor testing procedure to your own needs and preferences. You can bypass the time-consuming disk surface test, turn off animation in the Norton Disk Doctor main window, and skip diagnostic tests or exclude drives from being tested if your computer is not 100-percent compatible with Norton Disk Doctor. In addition, you can:

- ◆ Determine repair procedures for any type of problem Norton Disk Doctor finds while running in the foreground.
- ◆ Determine repair procedures for any type of problem Norton Disk Doctor finds while running in the background.
- ◆ Select WAV or MIDI files to play while Norton Disk Doctor is checking your disk.
- ◆ Select preferences while Norton Disk Doctor is running in the background, including how to alert you if it finds a problem, or how long to wait before it starts checking your disk.

[Skipping Norton Disk Doctor Tests](#)

[Setting Surface Test Preferences](#)

[Setting Animation and Sound Preferences](#)

[Setting Automatic Repair Preferences](#)

[Setting Automatic Background Repair Preferences](#)

[Setting Background Preferences](#)

[Automatically Running Norton Disk Doctor with Windows](#)

[Preselecting Drives to Diagnose](#)

[Monitoring Modem, FAX or Printer Activity](#)

[Displaying a Custom Message](#)

Run In Background command (Options menu)

See Also

With Norton Disk Doctor, you can check your disk for errors while you're not using your computer by running Norton Disk Doctor in the background. This useful feature gives you the option to automatically check and repair any disk problems without having to take the time to launch, run and wait for Norton Disk Doctor to complete its testing of your disk.

You can launch Norton Disk Doctor minimized each time you run Windows, and select the amount of time you want your computer to remain idle before Norton Disk Doctor begins testing your disk. If Norton Disk Doctor does find a problem, you can also choose how you want to be alerted of the problem. Norton Disk Doctor can display a small red beacon, or even a clipboard explaining the found problem. In addition, you can set Norton Disk Doctor to repair any problems it finds automatically. See Setting Automatic Background Repair Preferences for more details.

If you don't like to wait for Norton Disk Doctor to complete the time-consuming disk surface test, you can choose to perform this test only in the wee hours of the morning, while your away from your computer.

NOTE: You can only select hard disks for testing in the background.

Running in the Background

Setting Automatic Background Repair Preferences

Setting Background Settings Preferences

Exit command (Options menu)

Use this command to end your session and close Norton Disk Doctor.

▢ Diagnosing Your Disks

See Also [Dialog Box Settings](#)

Norton Disk Doctor detects and identifies existing or potential disk problems. It completely checks every aspect of your disks and gives you the option of fixing any problems it finds.

Norton Disk Doctor also gives you the option to undo any repairs it makes just in case the repairs make the problem worse.

TIP: Even if you are not having problems with your disks, it's a good idea to check them periodically to identify and repair small problems before they turn into big ones.

To diagnose a disk using Norton Disk Doctor:

- 1 Select the drive containing the disk you want to check from the drives list box.

Or,

Type the drive letter.

- 2 Click the Start command button.

Norton Disk Doctor begins its tests on the disk you selected. A progress bar at the bottom of the main window lets you know how the tests are proceeding, and the list of tests updates to show which tests have completed. If a problem is found, Norton Disk Doctor alerts you to the problem and asks if you want to correct it.

When all the Norton Disk Doctor tests are complete, a summary of the results appears in the [Test Results dialog box](#). From there you can view, save, mail and print a detailed report on the disk's characteristics and any problems that were found during the tests; see [Working with Reports](#) for details.

[Undoing Norton Disk Doctor Changes](#)

[Working with Reports](#)

[Test Overviews](#)

Running in the Background

See Also [Dialog Box Settings](#)

Run Norton Disk Doctor in the background to test your hard drive for any problems or errors when you are not using your computer or your computer has remained idle for a predetermined amount of time. You can determine how Norton Disk Doctor runs in the background by setting Background Repair and Background Settings options.

To run Norton Disk Doctor in the background:

- 1** Select the drive containing the disk you want to check from the drives list box.
Or,
Type the drive letter.
- 2** Select the Run In Background command from the Options menu.
Or,
Click the Background command button.

[Setting Background Repair Preferences](#)

[Automatically Running Norton Disk Doctor with Windows](#)

[Skipping Norton Disk Doctor Tests](#)

[Setting Background Settings Preferences](#)

▢ Undoing Norton Disk Doctor Changes

See Also [Dialog Box Settings](#)

When Norton Disk Doctor finds a problem on your disk, it asks you if you want to make an Undo file before making any repairs. This is always a good idea, just in case the changes are not as useful as you expect.

When you create an Undo file before the repair, you can undo any Norton Disk Doctor changes and return the disk to its state before the repair.

WARNING: Do not undo any changes if you copied, saved, or deleted files on your disk after Norton Disk Doctor repairs were made. The Undo file is no longer valid, and using it would result in lost or damaged data on your disk. Also, do not attempt to undo changes if Norton Disk Doctor found any disk surface errors.

To undo changes to your disk:

- 1 Choose Undo Changes from the Options menu.
The Undo Changes dialog box appears.
Because this is a potentially risky situation, Norton Disk Doctor confirms that you really want to undo the changes.
- 2 Click Yes in the confirmation dialog box.
- 3 Select the drive containing the saved Undo information and click OK.
- 4 Verify that the Undo information found was created at the correct date and time and click Yes.
A message lets you know whether the disk was restored to its previous state.
- 5 Click OK.

Creating an Undo File
Diagnosing Your Disks
Test Overviews

Skipping Norton Disk Doctor Tests

See Also [Panel Settings](#)

If your computer is not 100-percent compatible with Norton Disk Doctor, some false errors may be reported during testing, or some drives may not be tested accurately. If this happens, you may want to skip performing certain tests or exclude testing of certain drives.

To skip Norton Disk Doctor Tests:

- 1 Choose Preferences... from the Options menu.
- 2 Select the desired options. Click *Panel Settings* at the top of this help window for details on each setting.
- 3 Click OK.

Diagnosing Your Disks

Setting Surface Test Preferences

Setting Automatic Repair Preferences

Setting Surface Test Preferences

See Also Panel Settings

With Norton Disk Doctor, you can modify the surface test that is performed on your disk to your own needs or preferences. You can select the type of surface test you want performed, or even choose to test your disk surface multiple times for added security.

Although the Norton Disk Doctor defaults offer the most protection, you may decide to bypass the disk surface test if you tested your disk surface recently and no problems were detected.

To set surface test preferences:

- 1** Choose Preferences... from the Options menu.
- 2** Select Surface Test from the Options list box.
- 3** Select the desired options. Click *Panel Settings* at the top of this help window for details on each setting.
- 4** Click OK.

[Diagnosing Your Disks](#)

[Setting Automatic Repair Preferences](#)

[Setting Background Repair Preferences](#)

[Setting Background Settings Preferences](#)

▣ **Setting Automatic Repair Preferences**

See Also Panel Settings

Norton Disk Doctor gives you the option to select your own repair preferences when a problem is discovered with your disk. You can choose to have any or all problems found during testing automatically corrected, or you can have Norton Disk Doctor inform you of the problem and give you the option of repairing it. You can also, if you choose, decide to have Norton Disk Doctor never repair, or prompt you of, any problems found on your disk. If you select this option, Norton Disk Doctor will only inform you of any problems in the summary report at the completion of testing.

NOTE: The Auto-Repair panel options are only used when Norton Disk Doctor is maximized. To automatically repair problems when Norton Disk Doctor is minimized, see [Setting Background Repair Preferences](#).

To set repair preferences when Norton Disk Doctor is maximized:

- 1 Choose Preferences... from the Options menu.
- 2 Select Auto-Repair from the Options list box.
- 3 Select the desired repair options when Norton Disk Doctor is maximized. Click *Panel Settings* at the top of this window for details on each setting.
- 4 Click OK.

Setting Background Repair Preferences
Setting Animation and Music Preferences
Setting Background Settings Preferences

Setting Automatic Background Repair Preferences

See Also Panel Settings

With Norton Disk Doctor, you can choose your own repair preferences when Norton Disk Doctor is testing your disk in the background. You can choose how Norton Disk Doctor handles any and all problems that may be encountered during background testing, including repairing found disk problems automatically, or simply informing you of the problem and giving you the option of repairing it.

To set background repair preferences:

- 1 Choose Preferences... from the Options menu.
- 2 Select Background Repair from the Options list box.
- 3 Select the desired repair options. Click *Panel Settings* at the top of this help window for details on each setting.
- 4 Click OK.

[Running in the Background](#)

[Setting Background Settings Preferences](#)

[Automatically Running Norton Disk Doctor with Windows](#)

[Skipping Norton Disk Doctor Tests](#)

[Working with Reports](#)

[Test Overviews](#)

▣ **Setting Background Settings Preferences**

See Also [Panel Settings](#)

You can determine how long you want your computer to remain idle before Norton Disk Doctor begins testing your hard disk, or choose surface test options such as only doing the disk surface test between 12AM and 6AM. In addition, you can also choose how you want Norton Disk Doctor to alert you if a problem is found with your disk, such as displaying a rotating beacon in place of the normal Norton Disk Doctor icon.

NOTE: You can only test your hard drives when you are testing in the background. You cannot test floppy drives while Norton Disk Doctor is minimized.

To set background preferences:

- 1 Choose Preferences... from the Options menu.
- 2 Click Background Settings from the Options scroll selection bar.
The [Background Settings panel](#) appears.
- 3 Select the desired options. Click *Panel Settings* at the top of this help window for details on each setting.
- 4 Click OK.

Running in the Background

Setting Background Repair Preferences

Automatically Running Norton Disk Doctor with Windows

Skipping Norton Disk Doctor Tests

Automatically Running Norton Disk Doctor with Windows

See Also [Panel Settings](#)

You can set up Norton Disk Doctor to load automatically when you start Windows. Norton Disk Doctor is minimized and will begin diagnosing the preselected drives.

To load Norton Disk Doctor with Windows:

- 1 Choose Preferences... from the Options menu.
- 2 Select Startup Options from the Options list box.
- 3 Check the Load With Windows check box.
- 4 Select any ports that you want monitored.
See [Monitoring Modem, FAX or Printer Activity](#).
- 5 Select the drives to diagnose from the drives list box.
- 6 Click OK.

NOTE: When you set Norton Disk Doctor to load with Windows, make sure that the Startup Options, Background Repair and Background Settings options are set the way you want them.

Setting Background Repair Preferences
Setting Background Settings Preferences
Running in the Background

Preselecting Drives to Diagnose

See Also [Panel Settings](#)

You can preselect the drives to be diagnosed. Make sure that you select the drives before running Norton Disk Doctor in the background.

To select the drives to be diagnosed upon startup:

- 1 Choose Preferences... from the Options menu.
- 2 Select Startup Options from the Options list box.
- 3 Select the drives to diagnose from the drives list box.
- 4 Click OK.

Automatically Running Norton Disk Doctor with Windows
Setting Background Repair Preferences
Running in the Background

Monitoring Modem, FAX or Printer Activity

See Also Panel Settings

By default Norton Disk Doctor ignores any port activity for a modem, fax board or printer. If you have one of these devices, set Norton Disk Doctor to monitor port activity and pause when it detects a transmission.

To watch for port activity:

- 1 Choose Preferences... from the Options menu.
- 2 Select Startup Options from the Options list box.
- 3 Check the port check boxes for the ports to be monitored.
- 4 Click OK.

▢ **Setting Animation and Music Preferences**

See Also [Panel Settings](#)

You can save time and memory by choosing to turn off animation while Norton Disk Doctor is checking your disk. In addition, you can choose a sound file to play while Norton Disk Doctor tests your disks. Use your favorite WAVE and MIDI files to play background music during disk testing. You can also "preview" selected sounds to determine which file you want to use.

NOTE: You must have a sound card installed to use WAVE or MIDI sound files.

To turn animation off:

- 1 Choose Preferences... from the Options menu.
- 2 Select Animation And Music from the Options list box.
- 3 Uncheck the Animation check box.
- 4 Click OK.

To set sound preferences:

- 1 Choose Preferences... from the Options menu.
- 2 Select Animation And Music from the Options list box.
- 3 Enter the name of a sound file in the text box.
- 4 Click the Test button in the Animation And Music dialog box to play the file you selected.
- 5 Click OK.

Displaying a Custom Message

Undoing Norton Disk Doctor Changes

Skipping Norton Disk Doctor Tests

Creating an Undo File

Viewing the Test Results Summary

See Also [Dialog Box Settings](#)

When Norton Disk Doctor finishes testing the selected disk, a summary report of all the areas that were checked or skipped appears. Any problems that were found during the test are listed next to the disk area that was checked. Use the Details button to view a detailed report about your disk and specific errors that were found.

To view a detailed report about your drive:

- ◆ Click Details in the summary [Test Results dialog box](#).

Working with Reports

See Also Dialog Box Settings

When Norton Disk Doctor finishes testing the selected disk, a summary report of all the areas that were checked or skipped appears. Any problems that were found during the test are listed next to the disk area that was checked. You can also view, save, and print a more detailed report that lists additional information about your disk and specific errors that were found.

To view a detailed report about your drive:

- ◆ Click Details in the summary Test Results dialog box.

To save the report to a text file:

- 1 Click Save in the detailed Test Results dialog box.
- 2 Enter the name of the report file in the File Name text box.
- 3 Select the drive and directory where you want to save the report.
- 4 Click OK.

To print the report:

- ◆ Click Print in the detailed Test Results dialog box.
The report prints on your default printer.

To change printers:

- 1 Click Setup in the detailed Test Results dialog box.
- 2 Select a printer from the Printer list box.
- 3 Click OK.

To change printer settings:

- 1 Click Setup in the detailed Test Results dialog box.
- 2 Select a printer from the Printer list box.
- 3 Click Setup in the Printer Setup dialog box.
- 4 Change the desired settings.
- 5 Click OK.

Test Results dialog box (summary)

Test Results dialog box (details)

Save As dialog box

Printer Setup dialog box

Diagnosing Your Disks

Test Overviews

Undoing Norton Disk Doctor Changes

Displaying a Custom Message

See Also Panel Settings

When Norton Disk Doctor finds a problem with your disk, it notifies you of the problem and gives you the option to repair it. However, you can enable a custom message (such as "Notify MIS immediately!") to display instead of the standard error and correction dialog box. This is handy if you have several users on different machines and you don't want them making repairs on their own. When Norton Disk Doctor finds a problem, only the problem and your custom message appear.

To display a custom message:

- 1 Choose Preferences... from the Options menu.
- 2 Select Custom Message from the Options list box.
- 3 Enter the message you want to appear when Norton Disk Doctor finds a disk problem in the clipboard text box.
- 4 Check the Show Custom Message Instead Of Error Report check box.
- 5 Click OK.

Setting Animation and Music Preferences

Working with Reports

Test Overviews

▢ Creating an Undo File

See Also

When Norton Disk Doctor finds a problem on your disk, it asks you if you want to make an Undo file before making any repairs. It's always a good idea to do so, just in case the changes are not as useful as you expect. The Undo file lets you undo any Norton Disk Doctor changes and return the disk to its state before the repair.

NOTE: You must create the Undo file *before* you allow Norton Disk Doctor to make any repairs to your disk.

To create an Undo file:

- 1 Click Yes in the message dialog box that describes the Undo file process.
The Create Undo File dialog box appears.
- 2 Select the drive you want to store the Undo file to in the Drive list box.
- 3 Click OK.

The file, called NDDUNDO.DAT, is saved to the root directory of the drive you selected.

See [Undoing Norton Disk Doctor Changes](#) for instructions on using your Undo file to reverse Norton Disk Doctor repairs.

Diagnosing Your Disks

Undoing Norton Disk Doctor Changes

▢ Test Overviews

Norton Disk Doctor checks every area of your disk and looks for problems that need immediate attention, or errors that could give you problems in the future if left uncorrected. Norton Disk Doctor performs the following tests:

Checking Partition Table

Norton Disk Doctor checks for damage to your hard disk's partition table. If the partition table becomes damaged in any way, DOS may not be able to access your hard disk at all.

Checking Boot Record

Norton Disk Doctor checks the boot record information to ensure it is correct. If the boot record becomes damaged, DOS may not be able to access the disk.

Checking File System

Norton Disk Doctor checks to make sure both file allocation tables are exactly the same. If you are having problems accessing certain files on your disk, your file allocation tables may have become corrupted.

Checking Directories

Norton Disk Doctor checks for cross-linked files, file allocation errors, and lost clusters, all of which can result in data loss.

Checking Compressed Disk

Norton Disk Doctor checks the "compressed" file allocation table to assure that all of the files on your compressed disk can be accessed.

Checking Disk Surface

Norton Disk Doctor checks your disk's physical surface for abnormalities that would affect the storing of data and files on your disk.

Configuring for Windows for Workgroups

If you want to run Norton Disk Doctor while using Windows for Workgroups, you must first turn off 32-Bit File Access.

To disable 32-Bit File Access for a Windows session:

- 1 Type WIN /D:C.
Restart Windows for Workgroups normally to enable 32-bit file access.


QuickHelp







How do I...?

Check my disks	Check your disk for errors.
Undo repairs	How to undo repairs made by Norton Disk Doctor.
Print a report	How to print a report after Norton Disk Doctor checks your disk.

 **Norton Disk Doctor Contents**

 **Expand**

Getting Started

-  QuickHelp
-  Menu Commands
-  Mouse and Keyboard Operations
-  Contacting Technical Support and Customer Service

Procedures

-  Using Norton Disk Doctor
-  Configuring Norton Disk Doctor

Norton Disk Doctor Contents

Getting Started





- QuickHelp**
- Menu Commands**
- Mouse and Keyboard Operations**
- Contacting Technical Support and Customer Service**

Procedures

- Using Norton Disk Doctor**
- Configuring Norton Disk Doctor**







 **Norton Disk Doctor Contents**

 **Getting Started**

-  QuickHelp
-  Menu Commands
-  Mouse and Keyboard Operations
-  Contacting Technical Support and Customer Service

Procedures

 **Using Norton Disk Doctor**

-  Test Overviews
-  Diagnosing Your Disks
-  Running in the Background
-  Working with Reports
-  Creating an Undo File
-  Undoing Norton Disk Doctor Changes

 **Configuring Norton Disk Doctor**

Norton Disk Doctor Contents


Getting Started

- [QuickHelp](#)**
- [Menu Commands](#)**
- [Mouse and Keyboard Operations](#)**
- [Contacting Technical Support and Customer Service](#)**





Procedures

- [Using Norton Disk Doctor](#)**
- [Configuring Norton Disk Doctor](#)**
- [Skipping Norton Disk Doctor Tests](#)**
- [Setting Surface Test Preferences](#)**
- [Setting Automatic Repair Preferences](#)**
- [Setting Automatic Background Repair Preferences](#)**
- [Setting Background Preferences](#)**
- [Automatically Running Norton Disk Doctor with Windows](#)**
- [Preselecting Drives to Diagnose](#)**
- [Monitoring Modem, FAX or Printer Activity](#)**
- [Setting Animation and Music Preferences](#)**
- [Displaying a Custom Message](#)**
- [Configuring for Windows for Workgroups](#)**








Norton Disk Doctor Contents













 **Collapse**

Getting Started

-  [QuickHelp](#)
-  [Menu Commands](#)
-  [Mouse and Keyboard Operations](#)
-  [Contacting Technical Support and Customer Service](#)

Procedures

-  **[Using Norton Disk Doctor](#)**
 -  [Test Overviews](#)
 -  [Diagnosing Your Disks](#)
 -  [Running in the Background](#)
 -  [Working with Reports](#)
 -  [Creating an Undo File](#)
 -  [Undoing Norton Disk Doctor Changes](#)


-  **[Configuring Norton Disk Doctor](#)**
 -  [Skipping Norton Disk Doctor Tests](#)
 -  [Setting Surface Test Preferences](#)
 -  [Setting Automatic Repair Preferences](#)
 -  [Setting Automatic Background Repair Preferences](#)
 -  [Setting Background Preferences](#)
 -  [Automatically Running Norton Disk Doctor with Windows](#)
 -  [Preselecting Drives to Diagnose](#)
 -  [Monitoring Modem, FAX or Printer Activity](#)
 -  [Setting Animation and Music Preferences](#)
 -  [Displaying a Custom Message](#)
 -  [Configuring for Windows for Workgroups](#)



Mouse and Keyboard Operations

To help you navigate, Norton Disk Doctor supports many mouse and keyboard operations. Some of the most helpful include:

Double-click

on  Close dialog box or window, or exit Norton Disk Doctor.

↑ Select available settings.

↓ Select available settings.

→ Move the cursor one character to the right.

← Move the cursor one character to the left.

Spacebar Toggle options between enabled and disabled, or press a command button.

Alt+□ Activate the prompt button to open a drop-down list or combination box.

Tab Move forward through a dialog box.

Shift+Tab Move backward through a dialog box.

Alt+Tab Make the next application window active.

Alt+Tab,... Cycle through applications while pressing tab. Release Alt when you reach the desired application.

Alt+Spacebar Activate the Control menu.

Alt+F4 Exit Norton Disk Doctor.

Undo Changes dialog box

Use this dialog box to tell Norton Disk Doctor where to find Undo information.

Drive list box: Select the drive where the Undo information is located. If you choose drive A: or B: you must insert the diskette containing the Undo file you made.

Test Results dialog box (summary)

Use this dialog box to view the Norton Disk Doctor test results and, optionally, to view a detailed report for the disk.

A summary of the results of each test appears on the clipboard graphic. The results are labeled as followed:

OK	No problems were found
Fixed	Problems were found and repaired
Not Fixed	Problems were found but not repaired
Skipped	The test was not performed

Details command button: Click to display the detailed Test Results dialog box, which allows you to view, print, or save the report to disk.

Next command button: Click to display the next test results summary. This button appears only if there is more than one drive tested.

Test Results dialog box (details)

Use this dialog box to view details of the Norton Disk Doctor test results. You can save or print the test results if you require a more permanent record.

Save command button

Mail command button

Print command button

Setup command button

Save command button

Click this command button to display the Save As dialog box so you can save the report to a file.

Mail command button

Click this command button to display the mail system's dialog box, which lets you send the report to other users on your electronic mail system. This button is available only if your electronic mail system supports this feature, such as Microsoft Mail or cc:Mail version 2.0 or above. If not, the button is dimmed.

Print command button

Click this command button to print the report to the currently selected printer.

Setup command button

Click this command button to display the Printer Setup dialog box, which lets you select a different printer for the report.

Save As dialog box

Use this dialog box to save the Disk Doctor drive report as a text file. This dialog box allows you to scan your directories and drives to find where you would like to store the report.

File Name text box

Files list box

Directories list box

Save File as Type drop-down list box

Drives drop-down list box

File Name text box

Enter a filename or use wildcards for a range of files. If you want to use a specific file type, you can select if from the Save File As Type drop-down list box.

Files list box

Lists the names of files in the current directory in alphabetical order.

Directories list box

Displays the directories on a particular drive. (Use the Drives drop-down list box to select the drive.)
Double-click the name of a directory to select it. The files in the directory appear in the Files list box.

Save File As Type drop-down list box

Select an extension to save the report as a particular file type.

Drives drop-down list box

Lets you choose a particular drive. Use the drop-down list box to display your available drives.

Printer Setup dialog box

Use this dialog box to select a printer you would like the report to be printed on.

Printer list box: Displays a list of installed printers. Select the printer you want to print the report to.

Setup command button: Click to display the Setup dialog box for the selected printer.

Norton Disk Doctor main window

This window appears when you launch Norton Disk Doctor. Use it to select a drive for testing and to begin testing on the selected drive.

After you click Start, a list of six Norton Disk Doctor tests appears in the window. An arrow appears next to the name of the test as it is performed; a checkmark appears when the test is complete; and a circle with a slash through it appears if the test is skipped over.

Drives list box

Start command button

Background command button

Skip command button

Exit command button

Drives list box

Displays the drives available for testing. Select the drive you want Norton Disk Doctor to check.

NOTE: You can only test your hard drives if you are going to be testing in the background.

Start command button

Click to begin the Norton Disk Doctor tests on the selected drive.

Background command button

Click to run Norton Disk Doctor in the background (minimized).

Skip command button

Click to skip the current test. This button is only displayed after you click Start.

Exit command button

Click to quit Norton Disk Doctor.

Choose A Sound File dialog box

Use this dialog box to search through your drives and directories for the sound file you want to hear as Norton Disk Doctor checks your disks.

File Name text box

Files list box

Directories list box

List Files Of Type drop-down list box

Drives drop-down list box

File Name text box

Type the filename of the sound file you want to use. WAVE sound files use the *.WAV extension, while MIDI files use the *.MID extension.

Files list box

Displays the available sound files that are contained in the current directory. You can display files that have the *.WAV extension, or files that have the *.MID extension. Double-click a file in the list box to select it.

Directories list box

Displays the directories contained in the current drive. Double-click a directory to select it.

List Files Of Type drop-down list box

Select an option to display only files with the *.WAV extension, or files with the *.MID extension, in the Files list box.

Drives drop-down list box

Select the drive that contains the WAVE or MIDI file you want to use. All available drives are displayed.

Tests To Skip panel (Preferences dialog box)

Use this panel to skip certain tests if your computer is not 100-percent compatible with Norton Disk Doctor, or if Norton Disk Doctor reports errors that don't exist.

Skip Partition Test check box

Skip CMOS Test check box

Skip Host Drive Test check box

Skip Compression Test check box

Only One Hard Disk check box

Scan For Auto-Mount Disks check box

Exclude Drives check box and text box

Skip Partition Test check box

Check if you don't want Norton Disk Doctor to test your disk's partition table.

Skip CMOS Test check box

Check if you want Norton Disk Doctor to bypass testing of your computer's CMOS.

Skip Host Drive Test check box

Check if you do not want to test the host drives of your compressed drives.

Skip Compression Test check box

Check if you want Norton Disk Doctor to bypass the compression test on your compressed disk.

Only One Hard Disk check box

Check if your computer erroneously reports more than one hard disk. This will tell Norton Disk Doctor that you only have one hard disk.

Scan For Auto-Mount Disks check box

Check if you want Norton Disk Doctor to scan for auto-mount disks.

Exclude Drives check box and text box

Check this check box, then enter the letters of any drives that Norton Disk Doctor cannot test accurately in the text box.

Surface Test panel (Preferences dialog box)

Use this panel to set preferences of how Norton Disk Doctor performs the surface test on your disk. You can choose the type of surface test you want done, as well as how many times you would like your disk surface tested. You can even choose to display a disk map to view while Norton Disk Doctor performs the surface test on your disk.

Enable Surface Testing While Maximized check box

Entire Disk Area option button

Area Used By Files option button

Normal Test option button

Thorough Test option button

Thorough Test Only On Fridays option button

Repetitions option button and text box

Continuous option button

Show Disk Map During Surface Test check box

Enable Surface Testing While Maximized check box

Check this box to enable the disk surface test when Norton Disk Doctor checks your disk in the foreground. When this box is checked, Norton Disk Doctor checks your disk for physical surface errors.

NOTE: When this box is unchecked, all the Surface Test dialog box settings are dimmed.

Entire Disk Area option button

When you select this option button, Norton Disk Doctor checks the entire surface area of your disk.

Area Used By Files option button

When you select this option button, the Norton Disk Doctor surface test will only check the portion of the disk that is currently occupied by files. This can be a real time-saver because any unused disk space will not be tested.

NOTE: There is, however a trade off by using this option, because even unused disk space can become unstable, and without checking the entire surface of your disk, you may never know about it until it is too late. That is why it is generally a good idea to periodically check your entire disk surface to check for potential problems.

Normal Test option button

When you select this option, Norton Disk Doctor will perform a "quick" scan of your disk surface to search for potential problems.

Thorough Test option button

This option allows Norton Disk Doctor to perform a more complete check of your disk surface. It does take more time to complete than the normal test, but as the name implies, it will give you a better indication of your disk surface condition.

Thorough Test Only On Fridays option button

By selecting this option, Norton Disk Doctor will only perform a thorough test of your disk surface on Fridays. A normal surface test will be performed on all other days.

Repetitions option button and text box

Select this option button and enter a number corresponding to the number of times you want Norton Disk Doctor to check your disk surface. By default, the number of repetitions is one, meaning Norton Disk Doctor will check your disk surface only once.

Continuous option button

Select this option button to have Norton Disk Doctor continually check your disk surface. This option can be used in conjunction with the Background Settings dialog box. While your away from your computer, or your computer has been idle for a period of time, Norton Disk Doctor will continually check your disk for surface errors until you return, or begin working on your computer.

Show Disk Map During Surface Test check box

Select this option button to display a map of your disk while Norton Disk Doctor checks for physical errors that may be contained on your disk. This allows you to view the physical layout of your disk, and to check the progress of the Norton Disk Doctor surface test.

Auto-Repair panel (Preferences dialog box)

Use this panel to set preferences of how Norton Disk Doctor repairs problems found during testing. This panel is used when Norton Disk Doctor is maximized. Use the Prompt, Auto and Never option buttons to choose how you want Norton Disk Doctor to deal with errors or problems found during each of the selected tests.

Prompt option buttons

Auto option buttons

Never option buttons

Auto-Repair Lost Clusters If Fewer Than *NN* Chains check box and text box

Save Lost Clusters As Files option button

Delete Lost Clusters option button

Prompt For Undo file option button

Make Repairs Without Undo File option button

Prompt option buttons

Select this option button for any problem you want Norton Disk Doctor to prompt you of, and to give you the option to repair or leave the problem as is.

Auto option buttons

Select this option button for each of the tests if you prefer Norton Disk Doctor to automatically repair any problems it finds with your disk without giving you a prompt. When Norton Disk Doctor finds a problem with your disk, it will either prompt you for an Undo file, or make the repairs without creating an Undo file, depending on the option you choose concerning Undo files.

Never option buttons

Select this option button for any problems you don't want Norton Disk Doctor to prompt, or give the option to correct, any problems that are encountered with your disk during testing. Norton Disk Doctor will only perform the selected tests and give you a report of any errors that were found.

Auto-Repair Lost Clusters If Fewer Than *NN* Chains check box and text box

Check this box if you want Norton Disk Doctor to automatically repair any lost clusters if the number of chains is below a specific number you select. To activate this option, check the box and enter a number in the text box.

Save Lost Clusters As Files option button

When you select this option button, Norton Disk Doctor will automatically save any lost clusters that are below the number of chains specified in the Auto-repair lost clusters if fewer than *NN* chains text box as files. These files are saved to the root directory of the drive and are named file*0000*._dd, where *0000* identifies the file. This number is incremented the next time a lost cluster file is created.

NOTE: The Auto-repair lost clusters if fewer than *NN* chains check box must be checked for this option to be activated.

Delete Lost Clusters option button

Select this option button to delete any lost clusters Norton Disk Doctor finds that are below the number specified in the Auto-repair lost clusters if fewer than *NN* chains text box.

NOTE: The Auto-repair lost clusters if fewer than *NN* chains check box must be checked for this option to be activated.

Prompt For Undo File option button

This option button is used only when you have selected the Auto option button for one or more of the Norton Disk Doctor tests listed in this dialog box. If Norton Disk Doctor discovers a problem with your disk, it will prompt you asking if you want to create an Undo file

Make Repairs Without Undo File option button

This option button is used only when you have selected the Auto option button for one or more of the Norton Disk Doctor tests listed in this dialog box. If a problem is found, Norton Disk Doctor will make repairs automatically without creating or prompting you for an Undo file.

NOTE: If you choose not to create an Undo file before repairs are made, be aware that you will not be able to undo repairs Norton Disk Doctor makes to your disk, especially if the repairs are not as useful as you expect.

Background Repair panel (Preferences dialog box)

Use this panel to set preferences of how Norton Disk Doctor repairs problems found during testing when Norton Disk Doctor is minimized. Use the Prompt, Auto and Never option buttons to choose how you want Norton Disk Doctor to deal with errors or problems found during each of the selected tests.

Prompt option buttons

Auto option buttons

Never option buttons

Auto-Repair lost clusters if fewer than *NN* chains check box and text box

Save Lost Clusters As Files option button

Delete Lost Clusters option button

Prompt For Undo File option button

Make Repairs Without Undo File option button

Background Settings panel (Preferences dialog box)

Use this panel to set preferences when Norton Disk Doctor runs in the background. You can set Norton Disk Doctor to begin checking your disk automatically after your computer is idle a selected amount of time, or you can decide to hide the Norton Disk Doctor icon when it is minimized. You can also determine when and how often you want to run the surface test.

Enable Backgrounding check box

Hide When Iconized check box

Show Status In Icon Caption check box

Begin After *NN* Idle Minutes And *NN* Seconds text boxes

Sound A Short Alarm option button

Flash Icon option button

Sound Alarm And Flash Icon option button

Popup Clipboard option button

Never Test Surface While Minimized option button

Always Test Surface While Minimized

Only Test Surface Between 12AM And 6AM

Test Surface Once A Day

Enable Backgrounding check box

Check this check box to allow Speed Disk to be run in the background. Uncheck this check box if you want Speed Disk to use all of the computer's processing time while it is optimizing. This will allow Speed Disk to run faster, but you will not be able to run any other program while Speed Disk is optimizing.

Begin After *NN* Idle Minutes And *NN* Seconds text boxes

Enter a number in each of these text boxes corresponding to the amount of time you want Norton Disk Doctor to wait before it begins testing your selected disks. Norton Disk Doctor will begin testing after your computer has been idle for the selected number of minutes and seconds.

Hide When Iconized check box

Check this box if you want the Norton Disk Doctor icon hidden when Norton Disk Doctor is minimized and running in the background.

Show Status In Icon caption check box

Check this box to display the status of Norton Disk Doctor when it is minimized and running in the background. The status will be displayed in the Norton Disk Doctor icon caption.

Sound A Short Alarm option button

When you select this option button, Norton Disk Doctor sounds a short alarm if it finds a problem during the testing procedure.

Flash icon option button

When this option button is selected, a silent, animated siren will appear in place of the normal Norton Disk Doctor icon to alert you that Norton Disk Doctor has found a problem with your disk.

Sound Alarm And Flash Icon option button

When this option button is selected, Norton Disk Doctor will sound a short alarm and display an animated siren in place of the normal Norton Disk Doctor icon to alert you that it has found a problem with your disk.

Popup Clipboard option button

Select this option button to display a clipboard that contains an error summary if Norton Disk Doctor discovers a problem while it is testing in the background.

Never Test Surface While Minimized option button

Select this option button if don't want Norton Disk Doctor to test your disk surface when it is running in the background.

Always Test Surface While Minimized

When you select this option button, Norton Disk Doctor will always test your disk surface for physical errors when it is running in the background.

Only Test Surface Between 12AM And 6AM

When you select this option button, Norton Disk Doctor will only perform the disk surface test between 12AM and 6AM.

NOTE: Make sure the time on your computer is correct to assure that this option will function correctly.

Test Surface Once A Day

Select this option to run the disk surface test only once a day when Norton Disk Doctor is minimized.

Startup Options panel (Preferences dialog box)

Use this panel to select the startup related options for Norton Disk Doctor.

Drives list box

Load With Windows check box

Watch For Activity On check box

Drives list box

Select the drives that are diagnosed by default when you start Norton Disk Doctor. When Norton Disk Doctor is loaded with Windows, only the drives selected in this list box are tested.

Load With Windows check box

Check this box if you want Norton Disk Doctor to run minimized each time you start Windows.

Watch For Activity On check box

Select the ports that you want Norton Disk Doctor to monitor. Normally, Norton Disk Doctor will ignore activity coming from a modem, fax board or printer attached to COM1:, COM2:, LPT1:, or LPT2:. If you select the port to which your device is attached, Norton Disk Doctor will monitor that port for activity. If a transmission is detected, Norton Disk Doctor will pause and allow the transmission to come through.

Animation And Music panel (Preferences dialog box)

Use this panel to use Norton Disk Doctor animation, or to select a WAV or MIDI file to listen to while Norton Disk Doctor checks your disk.

Animation check box


Play Background Music check box and text box

Test button

Animation check box

Check if you want the display area of the Norton Disk Doctor main window to be animated as your disk is being tested. Disabling animation will speed up Norton Disk Doctor's performance.

Play Background Music check box and text box

Check this box if you would like to play a WAVE or MIDI file while your disk is being diagnosed. Use the text box to type the name of the WAVE or MIDI file to play while your disk is being diagnosed. You can also click the  button at the end of the text box to select a file to use from the [Choose a Sound File dialog box](#).

NOTE: You must have a sound card installed in order to play WAVE or MIDI files.

Test button

Click to listen to the selected sound file to decide if it's the one you want to use.

Custom Message panel (Preferences dialog box)

Use this panel to enter a custom message to be displayed instead of the normal error message when Norton Disk Doctor finds a problem with your disk .

Show Custom Message Instead Of Error Report check box: Check to display the message you type in the Message text box when Norton Disk Doctor finds a problem. Leave it unchecked to display the standard error and correction dialog boxes.

Text box: Type in the clipboard the message you want to appear when Norton Disk Doctor detects a problem.



Contacting Technical Support and Customer Service

To quickly find technical support or customer service information, click on one of the following:

- [Customer Service, U.S. and Canada](#)
- [Technical Support, U.S. and Canada](#)
- [Symantec BBS and Other Online Services](#)
- [Fax Retrieval System](#)
- [Customer Service and Technical Support, International](#)

Customer Service (United States and Canada only)

Symantec Corp. (800) 441-7234 voice
 175 W. Broadway (503) 334-7474 fax
 Eugene, OR 97401 Hours: 7:00 A.M. to 5:00 P.M. Pacific Time
 Monday through Friday

Technical Support (United States and Canada only)

Symantec Corp. (503) 465-8440 for Norton Utilities.
 175 W. Broadway Hours: 7:00 A.M. to 4:00 P.M. Pacific Time
 Eugene, OR 97401 Monday through Friday

Symantec BBS and Other Online Services

300-, 1200-, and
 2400-baud modems (503) 484-6699 (24 hrs.)
 9600-baud modems (503) 484-6669 (24 hrs.)

Settings for the Symantec BBS are:

- ◆ 8 data bits, 1 stop bit; no parity

Other Online Services

Symantec maintains public forums on both CompuServe and America Online, where you can exchange information and ideas with Symantec representatives and with other users of Symantec products.

To access the Norton Utilities Forum on CompuServe:

- ◆ Type GO SYMUTIL at any ! prompt.

To access The Norton Utilities Forum on America Online:

- ◆ Choose Keyword... from the Go To menu, type SYMANTEC and click OK.

Fax Retrieval System (United States and Canada only)

Symantec's Fax Retrieval System provides instant access to general product information, technical notes and virus definitions through a 24 hour automated attendant. To access this service, simply have your fax number ready and dial (800) 554-4403 from any fax machine or touch-tone phone.

International Technical Support and Customer Service

United Kingdom	Symantec UK Limited	0628 592 222 voice
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Europe (all countries except UK)	Symantec Europe	31 71 353 111 voice
	Kanaalpark 145 Postbus 1143 2321 JV Leiden The Netherlands	31 71 353 150 fax
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