Introducing Norton Disk Doctor

 Demo (approx 2:50)

Norton Disk Doctor diagnoses and repairs a variety of disk problems. It performs several tests, checking everything from the disk's partition table to its physical surface. If Norton Disk Doctor finds a problem, it notifies you before making repairs. If you check Automatically Fix Errors, Norton Disk Doctor makes the necessary repairs automatically.

After diagnosing and repairing a disk, Norton Disk Doctor displays an easy-to-read report that lists the problems found, the problems fixed, and the areas of the disk that checked out okay.

Norton Disk Doctor lets you tailor the testing process to your own needs. Click Options to specify which tests are performed, how some of the tests are performed, and which problems Norton Disk Doctor should repair automatically. You can also configure Norton Disk Doctor to:

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_RUN_WITH_WINDOWS')} Diagnose your disks automatically when Windows starts

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_CUSTOM_MESSAGE')} Display a custom message when errors are found

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_MUSIC_PREFERENCES')} Play a sound file (WAV or MID format) during disk diagnosis

   Norton System Doctor includes Disk Doctor and Surface Test sensors that can notify you as soon as potential disk problems are detected and run Norton Disk Doctor automatically to effect immediate repairs.

To diagnose your disks now, click here   to start Norton Disk Doctor.

{button ,AL(`About animation and music;About the Norton Disk Doctor report;About displaying a custom message;About testing the disk surface;About the Disk Doctor sensor;About the Disk Doctor Surface Test sensor',0,`',`')} Related Topics

About running Norton Disk Doctor minimized

You can run Norton Disk Doctor in the background while you work by <u>minimizing</u> it after clicking Diagnose. When Norton Disk Doctor detects a pause in disk activity, it begins diagnosing the disk. (One of the Norton Disk Doctor advanced options lets you specify how long a pause is required.)

Norton Disk Doctor diagnoses your disk only once each time it is run minimized. To continuously test the integrity of your disk, use Norton System Doctor. The Disk Doctor sensor and Surface Test sensor can monitor your disk while you work. When problems are detected, Norton System Doctor can run Norton Disk Doctor immediately.

{button ,AL(`About running Norton Disk Doctor minized;To run Norton Disk Doctor minimized;To specify background running options;About the Disk Doctor sensor;About the Disk Doctor Surface Test sensor',0,`',`')}   <u>Related Topics</u>

About undoing Norton Disk Doctor repairs

Norton Disk Doctor gives you the option of creating an <u>undo file</u> before making disk repairs. In the unlikely event you need to reverse the changes made by Norton Disk Doctor, you can use the undo file to return your disk to the state it was in prior to the repairs.

By default, Norton Disk Doctor prompts you to create an undo file before making any repairs. If you do not want Norton Disk Doctor to create an undo file, uncheck the Undo File option in the Custom Repair Options window. Turn off the undo prompts only if you are certain you will not need to undo the repairs.

⚠️   **Warning:** You should inspect any data files affected by the repairs (they are indicated in the Norton Disk Doctor report). If you are not satisfied with the results of the repair, click the Undo button immediately. You should not try to undo the changes if you have saved, deleted, or copied files following the repairs. Attempting to do so may result in a loss of data.

_____

{button ,AL(`To undo Norton Disk Doctor repairs;To disable undo file creation',0,`',`')}
<u>Related Topics</u>

About the Norton Disk Doctor report

When Norton Disk Doctor completes testing your disk for errors, it displays a summary report giving an overview of what was tested, what problems were found, and whether repairs were made.

You can also view a more explicit report that shows detailed information about the disk and any repairs that were made. The detailed report can help you track reoccurring disk problems. Optionally, you can:
- Print the report
- Save the report to a file
- E-mail the report to a specific person such as your network administrator

{button ,AL(`To diagnose one or more disks;To view print save or mail Norton Disk Doctor test results',0,`',`')}   Related Topics

About customizing Norton Disk Doctor

You can customize the Norton Disk Doctor testing process to your own needs and preferences. You can specify:

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_FOREGROUND_REPAIR')}   <u>General disk repair options</u>

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_CUSTOMIZE_FOREGROUND')}   <u>Custom disk repair options</u>

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_SKIP_TESTS')}   <u>Tests to skip</u>

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_LOST_CLUSTERS')}   <u>How Norton Disk Doctor handles lost clusters</u>

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_CUSTOM_MESSAGE')}   <u>A message to display after disk diagnosis</u>

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_MUSIC_PREFERENCES')}   <u>A sound file to be played during diagnosis</u>

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_RUN_IN_BACKGROUND')}   <u>Whether Norton Disk Doctor runs minimized in the background</u>

{button ,JI(`ndd32.HLP>task',`NDDW_TASK_RUN_WITH_WINDOWS')}   <u>Whether Norton Disk Doctor runs automatically whenever Windows starts</u>

{button ,AL(`About advanced options;About animation and music;About background operation options;About displaying a custom message;About lost clusters;About repair options;About running Norton Disk Doctor minimized;Running Norton Disk Doctor when Windows starts',0,`',`')}   <u>Related Topics</u>

Running Norton Disk Doctor when Windows starts

You can have Norton Disk Doctor diagnose one or more disks automatically each time Windows starts.

Norton Disk Doctor checks the specified disks only once when Windows starts. Norton System Doctor can monitor a disk's integrity continuously while you work and can run Norton Disk Doctor automatically whenever problems are detected.

{button ,AL(`To run Norton Disk Doctor when Windows starts',0,`',`')}   Related Topics

About repair options

By default, Norton Disk Doctor diagnoses the specified disk or disks, alerts you to any problems it finds, and asks for your permission to make repairs. It also prompts you to create an undo file, in case you want to reverse the repairs.

Using the repair options, you can also have Norton Disk Doctor:
- Repair all problems automatically, without asking you first
- Skip all repairs, if you just want to diagnose the disk problems without repairing them

Custom repair options let you specify:
- Which problems Norton Disk Doctor should fix automatically
- Whether Norton Disk Doctor should prompt you to let it create an undo file before making repairs (if you turn off this option, you will not be able to undo the repairs later)
- What Norton Disk Doctor does with lost clusters it finds

Advanced options let you select specific tests to skip if your computer is not fully compatible with the default test suite.

{button ,AL(`About lost clusters;About undoing Norton Disk Doctor repairs;To disable undo file creation;To skip specific Norton Disk Doctor tests;To specify custom repair options;To specify disk surface test options;To specify general repair options;To determine the fate of lost clusters',0,`',`')}   Related Topics

About lost clusters

Lost <u>clusters</u> are units of disk space that the <u>file allocation table (FAT)</u> indicates are in use, yet are not accounted for by any directory entries on the disk. Usually these clusters represent garbage on the disk left over from when programs stop unexpectedly. On rare occasions, however, lost clusters may contain valuable data.

The Custom Repair Options let you determine what Norton Disk Doctor does with lost clusters it finds:

- Specify a number of lost cluster <u>chains</u> below which Norton Disk Doctor will repair the problem automatically. A chain of clusters usually represents data from a single file. If Norton Disk Doctor finds more than the specified number of chains, it prompts you before repairing the problem.
- Specify whether the lost clusters should be deleted or saved as files. The saved files are placed in the disk's root and have names similar to FILE0000._DD. You should inspect these files to ensure they do not contain valuable data, then delete them to free space on the disk.

_____

{button ,AL(`To determine the fate of lost clusters;To specify custom repair options',0,`',`')}   <u>Related Topics</u>

About animation and music

Norton Disk Doctor lets you set animation and music preferences. You can view the Norton Disk Doctor animation, and play your favorite sound file (WAV, MID, or RMI format) while Norton Disk Doctor diagnoses your disk.

 You must have a sound card installed to play WAVE or MIDI files.

{button ,AL(`To play animation and music during disk diagnosis',0,`',`')}   Related Topics

About advanced options

Some computers have unusual or non-standard configurations. Sometimes these configurations interfere with certain tests that Norton Disk Doctor performs. False errors may be reported, or some drives may not be tested accurately. If this happens, you may not want to perform certain tests during disk diagnosis.

Norton Disk Doctor lets you skip any of these specific tests:
- Partition table test
- CMOS test
- Compression test
- Host drive test

You can also set the following advanced options:
- If Norton Disk Doctor erroneously reports that you have more than one disk, you can set an option to indicate you have only a single hard disk.
- Switching the disk loaded in a floppy drive from a <u>compressed</u> to a non-compressed disk after Norton Disk Doctor has scanned the drive may cause erroneous test results. You can control how often Norton Disk Doctor scans to determine the type of disk occupying the floppy drive. This feature is useful, for example, if you are diagnosing a large number of floppy disks, some of which are compressed. When selected, Scan for Auto-Mount Disks causes Norton Disk Doctor to re-scan the floppy drive often, noting whether the floppy disk format has changed.

{button ,AL(`About testing compressed disks;About testing the CMOS;About testing the file system;About testing the folder structure;About testing the partition table;Types of Norton Disk Doctor tests',0,`',`')}   <u>Related Topics</u>

About background running options

You can diagnose a hard disk even while Norton Disk Doctor is <u>minimized.</u>
Norton Disk Doctor cannot diagnose floppy disk problems while minimized.

When minimized, Norton Disk Doctor runs in the <u>background</u>, waiting for disk idle time before it begins testing your drive. You can specify the amount of idle time that should elapse before Norton Disk Doctor begins testing your disk.

You can also choose how you want to be alerted if Norton Disk Doctor finds a problem with your disk while minimized. Norton Disk Doctor can alert you by:
- Displaying a report window
- Sounding a short alarm
- Flashing the taskbar area
- Sounding an alarm and flashing the taskbar

Use the Background Operation options on the Advanced options tab to set idle time and notification preferences.
Norton Disk Doctor only diagnoses a disk once when run minimized. For continuous protection, use Norton System Doctor.

{button ,AL(`Introducing Norton System Doctor;About advanced options;To run Norton Disk Doctor minimized;About running Norton Disk Doctor minimized;To specify background running options',0,`',`')}   <u>Related Topics</u>

About displaying a custom message

When Norton Disk Doctor is finished diagnosing a disk it displays a report of any problems found and any repairs made. You can create a custom message that displays immediately before the normal Norton Disk Doctor report if problems are detected.

This feature can be especially useful to network administrators. You might, for example, use a custom message together with the Skip Repairs option to prevent users from making their own repairs and to display a message telling them to call the network administrator or MIS department when problems are found.

{button ,AL(`About displaying a custom message',0,`',`')}   Related Topics

Overview of Norton Disk Doctor tests

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:

{button ,JI(`ndd32.HLP>task',`NDDW_INFO_BOOT_RECORD')}   Boot Record test

{button ,JI(`ndd32.HLP>task',`NDDW_INFO_COMPRESSED_DISK')}   Compressed Disk test

{button ,JI(`ndd32.HLP>task',`NDDW_INFO_SURFACE_TEST')}   Disk Surface test

{button ,JI(`ndd32.HLP>task',`NDDW_INFO_FILE_SYSTEM')}   File System test

{button ,JI(`ndd32.HLP>task',`NDDW_INFO_FOLDER_STRUCTURE')}   Folder Structure test

{button ,JI(`ndd32.HLP>task',`NDDW_INFO_COMPRESSED_DISK')}   Host Drive test

{button ,JI(`ndd32.HLP>task',`NDDW_INFO_PARTITION_TABLE')}   Partition Table test

---

{button ,AL(`About testing compressed disks;About testing the boot record;About testing the disk surface;About testing the file system;About testing the folder structure;About testing the partition table;About advanced options',0,`',`')}   Related Topics

About testing the partition table

Norton Disk Doctor checks for damage to your hard disk's <u>partition table.</u> If the partition table becomes damaged in any way, your operating system may not be able to access your hard disk.

_____

{button ,AL(`About advanced options;To skip specific Norton Disk Doctor tests;Types of Norton Disk Doctor tests',0,`',`')}   <u>Related Topics</u>

About testing the boot record

Norton Disk Doctor checks the <u>boot record</u> information to ensure it is correct. If the boot record becomes damaged, your operating system may not be able to access the disk.

{button ,AL(`About advanced options;To skip specific Norton Disk Doctor tests;Types of Norton Disk Doctor tests',0,`',`')}   <u>Related Topics</u>

About testing the CMOS

The <u>CMOS</u> stores the properties of your hard disks, enabling the computer to properly access the disks. Norton Disk Doctor compares the disk properties it finds while testing a hard disk with the information stored in the CMOS. If the information does not match, it could indicate that the CMOS information is incorrect or that your system configuration is incompatible with Norton Disk Doctor. If you have no troubles accessing your hard disk, the CMOS information is probably correct and you should consider setting Norton Disk Doctor to skip the CMOS test if Norton Disk Doctor warns of a mismatch.

{button ,AL(`About advanced options;To skip specific Norton Disk Doctor tests;Types of Norton Disk Doctor tests',0,`',`')}   <u>Related Topics</u>

About testing the file system

Norton Disk Doctor checks to make sure both copies of the file allocation table (FAT) are exactly the same. If you are having problems accessing certain files on your disk, your FAT may have become corrupted. Norton Disk Doctor can use information from the good copy of the FAT to repair the corrupted one.

{button ,AL(`Types of Norton Disk Doctor tests;About testing the folder structure',0,`',`')}
Related Topics

About testing the folder structure

Norton Disk Doctor checks the <u>folder</u> structure for <u>cross-linked files,</u> file allocation errors, and <u>lost clusters,</u> any of which can result in data loss.

{button ,AL(`Types of Norton Disk Doctor tests;About testing the file system',0,`',`')}
<u>Related Topics</u>

About testing compressed disks

Norton Disk Doctor can diagnose problems with disks that have been <u>compressed</u> using DriveSpace. It checks the compressed <u>file allocation table (FAT)</u> to assure that all of the files in the <u>compressed volume</u> can be accessed.

Before testing the compressed volume, Norton Disk Doctor tests its uncompressed <u>host drive.</u> You can have Norton Disk Doctor skip the host drive test if you're absolutely certain that there are no problems with the host, but it is normally a good idea to let Norton Disk Doctor perform this test.

_____

{button ,AL(`About advanced options;To skip specific Norton Disk Doctor tests;Types of Norton Disk Doctor tests',0,`',`')}   <u>Related Topics</u>

About testing the disk surface

Norton Disk Doctor checks your disk's physical surface for abnormalities that would affect the data storage on your disk. Norton Disk Doctor moves any data it can from damaged areas of the disk to undamaged areas. It also marks the damaged areas so that your computer won't attempt to store data there in the future.

{button ,AL(`To specify disk surface test options',0,`',`')}   <u>Related Topics</u>

To diagnose one or more disks

1 Click here ▣ to open Norton Disk Doctor.

2 Choose the disk or disks you want to diagnose from the Drives list box.

3 Click Diagnose.

{button ,AL(`About repair options;About the Norton Disk Doctor test results;About undoing Norton Disk Doctor repairs;To specify disk surface test options;About running Norton Disk Doctor minimized;Norton Disk Doctor dialog box',0,`',`')}   Related Topics

To run Norton Disk Doctor minimized

1 Click here   to open Norton Disk Doctor.

2 Choose the disk you want to diagnose from the Drives list box.

3 Click Diagnose.

4 Click the minimize button in the upper-right corner of the main window.

5 Norton Disk Doctor begins running minimized after your computer has remained idle for the number of minutes and seconds specified in Background Operation on the Advanced options tab.

{button ,AL(`About running Norton Disk Doctor minimized;To specify background running options;About background operation options',0,`',`')}   <u>Related Topics</u>

To specify background running options

1 Click here   to open Norton Disk Doctor.

2 Click Options in the main window.

3 Choose the Advanced tab.

4 Choose the Background Operation settings you want from the Background Operation group.

{button ,AL(`About running Norton Disk Doctor minimized;To run Norton Disk Doctor minimized;About background operation options;Options for Norton Disk Doctor: Advanced tab',0,`',`')}   <u>Related Topics</u>

To undo Norton Disk Doctor repairs

⚠ **Warning:** If you have copied, saved, or deleted files on your disk after making repairs with Norton Disk Doctor, do **not** attempt to undo the repairs. Changes to the file system after the repairs invalidate the undo file data. Attempting to undo repairs after you have changed files on your disk can result in lost or damaged data. Also, do not attempt to undo changes if Norton Disk Doctor reported any disk surface errors.

1 Click here   🔲   to open Norton Disk Doctor.

2 Click Undo in the main window.

3 Read the confirmation message. If you still want to attempt to undo your repairs, click Continue.

4 Choose the drive containing the undo file and click OK.

5 Verify that the undo information found was created at the correct date and time and click Yes.

{button ,AL(`About undoing Norton Disk Doctor repairs;To disable Undo file creation;Custom Repair Options dialog box',0,`',`')}   Related Topics

To disable Undo file creation

1   Click here   ▮   to open Norton Disk Doctor.

2   Click Options in the main window.

3   Choose the Custom option button in the Repair Options group.

4   Click Select in the Repair Options group.

5   Uncheck the Prompt for Undo file when making repairs.

{button ,AL(`About undoing Norton Disk Doctor repairs;Custom Repair Options dialog;To undo Norton Disk Doctor repairs',0,`',`')}   Related Topics

To skip specific Norton Disk Doctor tests

1 Click here   to open Norton Disk Doctor.

2 Click Options in the main window.

3 Choose the Advanced tab.

4 Select the tests you want to skip in the Tests to Skip group.

_____

{button ,AL(`About advanced options;To specify disk surface test options;Types of Norton Disk Doctor tests;Custom Repair Options dialog box',0,`',`')}   Related Topics

To specify general repair options

1 Click here to open Norton Disk Doctor.

2 Click Options in the main window.

3 Choose the repair settings you want in the Repair Options group.

 The repair options affect Norton Disk Doctor whether it is running maximized or minimized.

_____

{button ,AL(`About repair options;Options for Norton Disk Doctor: General tab',0,`',`')}
<u>Related Topics</u>

To specify custom repair options

1 Click here ▣ to open Norton Disk Doctor.

2 Click Options in the main window.

3 Choose the Custom option button in the Repair Options group.

4 Click Select in the Repair Options group.

5 Choose the repair settings you want in the Custom Repair Options dialog box.

🛈   These repair options affect Norton Disk Doctor whether it is running maximized or minimized.

_____

{button ,AL(`About advanced options;About repair options;About running Norton Disk Doctor minimized;About the Norton Disk Doctor report;Types of Norton Disk Doctor tests;Custom Repair Options dialog box',0,`',`')}   Related Topics

To determine the fate of lost clusters

1   Click here   to open Norton Disk Doctor.

2   Click Options in the main window.

3   Choose Custom in the Repair Options group.

4   Click Select in the Repair Options group.

5   Choose how Norton Disk Doctor should handle lost clusters.

{button ,AL(`About lost clusters;About repair options;To specify custom repair options;Custom Repair Options dialog box',0,`',`')}   Related Topics

To run Norton Disk Doctor when Windows starts

1   Click here   to open Norton Disk Doctor.

2   Click Options in the main window.

3   Check Start Automatically With Windows in the Startup Options group.

4   Choose the disks you want diagnosed in the Drives to Diagnose list box.

_____

{button ,AL(`Running Norton Disk Doctor when Windows starts;To diagnose one or more disks',0,`',`')}   Related Topics

To play animation and music during disk diagnosis

1 Click here ⬛ to open Norton Disk Doctor.

2 Click Options in the main window.

3 Click the Appearance tab.

To display the Norton Disk Doctor animation

▶   Check Enable Animation. This option is available only for high color (16-bit or better) displays.

To play music during diagnosis

1 Check Play Music. This option is available only for high color (16-bit or better) displays.

2 Type in the name of a sound file (WAV, MID, or RMI format) to play, or click the open folder 📂 button to browse your system for a sound file.

⬛   Click the play

🔊 button to try the sound file.

_____

{button ,AL(`About animation and music;Options for Norton Disk Doctor: Appearance tab',0,`',`')}   Related Topics

To display a custom message after diagnosis

1   Click here   to open Norton Disk Doctor.

2   Click Options in the main window.

3   Click the Appearance tab.

4   Check Show Custom Message in the Custom Message group.

5   Click Edit in the Custom Message group.

6   Enter the text you want displayed before the test report.
_____

{button ,AL(`About displaying a custom message;Options for Norton Disk Doctor: Appearance tab',0,`',`')}   Related Topics

To specify disk surface test options

1   Click here   to open Norton Disk Doctor.

2   Click Options in the main window.

3   Click the Surface Test tab.

4   Choose the surface test options you want.
_____

{button ,AL(`About testing the disk surface;Options for Norton Disk Doctor: Surface Test tab',0,`',`')}   Related Topics

To view, mail, print, or save Norton Disk Doctor test results

Norton Disk Doctor must test your disk before you can print a report.

1   Click Details in the Test Results dialog box.

2   Click Print in the Test Result Details dialog box.

To print the report

▶   Click Print to Printer. To specify printer options, click the open folder
icon.

To save the test report to a file

1   Click Print to File.

2   Type a name for the file in the box. To browse the disk for a file to which Norton Disk Doctor should save the report, click the open folder   icon.

To mail the report

▶   Click Mail to User. The mail feature is only available if you have a compatible electronic mail system.

_____

{button ,AL(`About the Norton Disk Doctor report;To diagnose one or more disks',0,`',`')}
Related Topics

To open Norton Disk Doctor

You can open any of the Norton Utilities programs from the Norton Utilities Integrator. To open Norton Disk Doctor:

1 Double-click Norton Utilities Integrator on the Windows desktop.

2 Click Find And Fix Problems in the left pane of the Integrator.

3 Click Norton Disk Doctor in the right pane.

▸   Or, click here

to open Norton Disk Doctor immediately.

_____

{button ,AL(`Introducing Norton Disk Doctor;To run Norton Disk Doctor minimized;To run Norton Disk Doctor when Windows starts',0,`',`')}   Related Topics

Displays drives available for diagnosis.

You can select more than one drive to diagnose.

Uses the Undo Disk created during the most recent Norton Disk Doctor session to reverse changes made during that session.

Warning: Do not undo repairs if you have saved, deleted, or copied files since the repairs were made!

Configures Norton Disk Doctor to fix any errors it finds automatically, without prompting you first.

⚠️   When checked, this feature overrides the Repair Option selected on the General Options tab.

Lets you select Norton Disk Doctor options.

Begins diagnosing the currently selected disk or disks.

Configures Norton Disk Doctor to check with you before making any repairs.

Configures Norton Disk Doctor to automatically repair any disk problems found during diagnosis.

Configures Norton Disk Doctor to perform disk testing only.

⚠️   Use this option to create a report of disk problems without making any changes to the disk.

Configures Norton Disk Doctor to use the currently selected custom repair options.

Click Select to set custom repair options.

Lets you set custom repair options.

This button is not available because the Custom repair option is not currently selected.

Configures Norton Disk Doctor to check with you before making any repairs during this test.

Configures Norton Disk Doctor to automatically repair any disk problems found during this test.

Configures Norton Disk Doctor to create a report for this test without making any changes to the disk.

Configures Norton Disk Doctor to repair lost clusters only if the cluster constitutes fewer than the specified number of chains. If a cluster constitutes more than the specified number of chains, Norton Disk Doctor prompts you before making repairs.

⚠️   A chain is a sequence of entries in the file allocation table (FAT) that represents a single file. A file must be represented by a FAT chain when the file's data is fragmented (stored on non-contiguous clusters of the disk). In this case, each FAT entry points to the next sequential cluster that stores more of the file's data.

Allows you to specify the number of chains. If a cluster constitutes fewer than this number of chains, Norton Disk Doctor will repair it automatically. If it constitutes more than this number of chains, Norton Disk Doctor prompts you before making repairs.

⚠️ A chain is a sequence of entries in the file allocation table (FAT) that represents a single file. A file must be represented by a FAT chain when the file's data is fragmented (stored on non-contiguous clusters of the disk). In this case, each FAT entry points to the next sequential cluster that stores more of the file's data.

Configures Norton Disk Doctor to write lost cluster data to disk when auto-repairing lost clusters. The data is saved in sequentially numbered files located in the root directory.

Configures Norton Disk Doctor to discard lost cluster data during Auto Repair of lost clusters.

Configures Norton Disk Doctor to ask if you want to create an Undo file before repairs are made to your disk.

⚠️ Creating an Undo file gives you the option of reversing changes made to your disk.

Configures Norton Disk Doctor to perform surface testing during disk diagnosis.

Configures Norton Disk Doctor to test your disk surface the currently specified number of times per session.

Lets you specify how many times per session Norton Disk Doctor tests the disk surface. Enter a new number or click the arrows to change the number that appears in the box.

Configures Norton Disk Doctor to test the disk surface repeatedly until you interrupt it.

This option is particularly useful for unattended sessions.

Configures Norton Disk Doctor to perform a general scan of the disk surface, searching for potential problems.

Configures Norton Disk Doctor to perform an in-depth scan of the disk surface, searching for potential problems.

Configures Norton Disk Doctor to test the entire surface of the disk.

Configures Norton Disk Doctor to test only the portion of the disk that currently contains files.

⚠️   This type of testing takes less time to complete, but, because even unused disk space can become unstable, it's a good idea to periodically check your entire disk for potential problems.

Configures Norton Disk Doctor to display a disk map of the drive during the disk surface test.

Lets you specify how many minutes of mouse and keyboard inactivity elapse before Norton Disk Doctor begins background testing of the currently selected disk or disks.

Lets you specify how many seconds of mouse and keyboard inactivity elapse before Norton Disk Doctor begins background testing of the currently selected disk or disks.

Configures Norton Disk Doctor to run automatically whenever Windows is started.

Lists the drives that can be diagnosed automatically when Windows is started.

⚠️ You can select more than one drive to diagnose automatically.

Configures Norton Disk Doctor to display an animated representation of each test procedure as it is performed.

Configures Norton Disk Doctor to play a MIDI (MID or RMI) or WAVE (WAV) sound file during diagnosis.

⚠️   You must have a sound card installed to use this feature.

Lets you type the pathname of a sound file to be played during diagnosis. You can also use the ☞ button to the right of the text box to browse your system for a sound file.

⚠️   You must have a sound card installed to play sound files.

Lets you browse your system and select a sound file to be played during diagnosis.

⚠️ You must have a sound card installed to play sound files.

Plays the selected sound file.

⚠️ You must have a sound card installed to play sound files.

This is unavailable because the Play Music check box is not currently checked.

Configures Norton Disk Doctor to display a custom message in addition to the standard error messages.

⚠️   Click Edit to enter a custom message.

Displays the Custom Message text box.

This button is unavailable because the Show custom message check box is not currently checked.

Lets you enter a custom message to be displayed in addition to the standard error messages.

Closes this dialog box and saves any changes you have made.

Closes this dialog box without saving any changes you have made.

Flips between pages of the test results.

Closes this dialog box without generating a detailed report for the current session.

Generates a detailed report for the current session.

Lets you print the detailed report for the current session.

Accepts the currently selected print options, prints the detailed report file, and closes this dialog box.

Closes this dialog box without accepting the currently selected print options or printing the detailed report file.

Configures Norton Disk Doctor to bypass partition table testing.

⚠️ The partition table maintains your computer's hard disk drives data.

Configures Norton Disk Doctor to bypass CMOS testing.

⚠️ The CMOS chip maintains your computer's hardware setup data.

Configures Norton Disk Doctor to bypass testing the host drive of compressed disk volumes.

⚠️   The host drive contains the data and program files that create and maintain the compressed drive.

Configures Norton Disk Doctor to bypass the compression test on compressed disk volumes.

Configures Norton Disk Doctor to ignore erroneously reported additional hard disk drives.

Configures Norton Disk Doctor to check frequently for compressed disk volumes when diagnosing floppy drives.

⚠️   Uncheck this option to save time when diagnosing floppy disks that do not contain compressed disk volumes.

Configures Norton Disk Doctor to ignore file dates and times.

Normally, Norton Disk Doctor reports files whose date and time stamps reflect future dates and times. In some cases, however, this does not indicate a problem. For example, you may receive files from another user whose system is set to a different time zone. Check this option to have Norton Disk Doctor ignore file date and time stamp verification.

Stops testing of the currently selected disks.

Stops the disk surface test currently in progress and continues disk diagnosis.

This button is unavailable because a disk surface test is not currently in progress.

Stops the disk diagnosis currently in progress and begins testing the next selected drive.

This button is unavailable because there are no additional drives selected for diagnosis or a surface test is not currently in progress.

⚠️   To stop the disk diagnosis currently in progress click the Stop button.

Displays a list of disk tests.

The current status of each test is indicated graphically next to the test name:

⇨　　　　test in progress

✔　　　　test completed

⊘　　　　test skipped

Displays the progress of the disk test currently being performed.

Lets you select the location of the Undo file from a list of available drives.

Warning: Do not undo repairs if you have saved, deleted, or copied files since the repairs were made!

Accepts the current drive selection, closes this dialog box, and begins the Undo process.

Closes this dialog box without accepting the current drive selection or beginning the Undo process.

Lets you set a repair option for this test.

Ask Me First− Configures Norton Disk Doctor to check with you before making repairs during this test.
Auto-Repair− Configures Norton Disk Doctor to automatically repair problems found during this test.
Skip Repairs− Configures Norton Disk Doctor to perform disk testing without making any changes to the disk.

Closes this dialog box and saves any changes you have made.

Closes this dialog box without saving any changes you have made.

Lets you specify how long a pause in foreground activity is required before Norton Disk Doctor begins disk diagnosis in the background. Type in a new number or click the arrows to change the number that appears in the box.

⚠️   To have Norton Disk Doctor diagnose your disk in the background while you work on other things, click Diagnose on the Norton Disk Doctor main window, then minimize Norton Disk Doctor.

Choose an item to determine how you want to be notified if an error is found with your disk:

⚠ Display report window
− any disk problems found are displayed in a dialog box.

⚠ Sound a short alarm
− an alarm sounds if a problem is found with your disk.

⚠ Flash taskbar area
− the taskbar flashes if a problem is found with your disk.

ℹ Sound alarm and flash taskbar
− a short alarm sounds and the taskbar flashes if a problem is found with your disk.

Configures Norton Disk Doctor to print the detailed report to the default printer. Click the 📂 button to set printer options or to select a different printer.

Configures Norton Disk Doctor to print the detailed report to a file. Use the text box to enter a filename. Click the button to save the file to an alternate folder or drive.

Lets you send the report to another user by electronic mail.

Lets you set printer options or select a different printer.

Lets you select an alternate folder or drive for saving the detailed report file.

Corrects the indicated disk errors and continues the disk diagnosis.

Continues disk diagnosis without correcting the indicated disk errors.

Stops disk diagnosis without correcting the indicated disk errors.

Closes this dialog box and continues disk diagnosis.

Stops the disk diagnosis.

Norton Disk Doctor dialog box

Use this main dialog box to select the drives you want to diagnose, to specify whether you want Norton Disk Doctor to fix errors automatically, to open the Options dialog, and to start the diagnosis.

This dialog box contains:

Automatically fix errors
   Check this option to have Norton Disk Doctor automatically fix all errors it finds.

Select drive(s) to diagnose
   Check the drives that you want Norton Disk Doctor to diagnose.

Diagnose
   Click to start diagnosing your disks.

Options
   Click to specify Norton Disk Doctor options for fixing errors, skipping tests, displaying animation and music, handling of lost clusters, performing surface test, and more.

Undo
   Click to undo previous Norton Disk Doctor changes. This option only works when Norton Disk Doctor created an Undo file with the changes.

Close
   Click to close Norton Disk Doctor.
_____
{button ,AL(`About customizing Norton Disk Doctor;To diagnose one or more disks;To undo Norton Disk Doctor repairs',0,`',`')}   Related Topics

Options for Norton Disk Doctor: General tab

Use the General tab to specify whether you want Norton Disk Doctor to start automatically with Windows and what drives you want it to diagnose when it starts. You can also specify how you want Norton Disk Doctor to handle errors.

This tab contains:

Start automatically with Windows
　　Check this option to have Norton Disk Doctor start automatically when Windows starts.

Drive(s) to Diagnose
　　Check the drives that you want Norton Disk Doctor to diagnose when it starts with Windows.

Ask Me First
　　Check this option to have Norton Disk Doctor prompt you if it finds a problem.

Auto-Repair
　　Check this option to have Norton Disk Doctor automatically make disk repairs if it finds a problem.

Skip Repairs
　　Check this option if you do not want Norton Disk Doctor to fix any disk problems it finds.

Custom
　　Check this option to have Norton Disk Doctor use the custom repair options you specify.

_____

{button ,AL(`To run Norton Disk Doctor when Windows starts;To specify general repair options',0,`',`')}   Related Topics

Custom Repair Options dialog box

Use the Custom Repair Options dialog box to specify how Norton Disk Doctor responds to specific problems, how it handles lost clusters, and whether it prompts you before it creates an Undo file.

File Allocation Tables (FAT)
Choose Ask Me First to be prompted to fix <u>FAT</u> errors. Choose Auto-Repair to have Norton Disk Doctor fix FAT errors automatically. Choose Skip Repairs if you do not want Norton Disk Doctor to make any repairs when it finds FAT errors.

Directory Structures
Choose Ask Me First to be prompted to fix directory structure errors. Choose Auto-Repair if you want Norton Disk Doctor to fix directory structure errors automatically. Choose Skip Repairs if you do not want Norton Disk Doctor to make any repairs when it finds directory structure errors.

Compression Structures
Choose Ask Me First to be prompted to fix compression structure errors. Choose Auto-Repair to have Norton Disk Doctor fix compression structure errors automatically. Choose Skip Repairs if you do not want Norton Disk Doctor to make any repairs when it finds compression structure errors.

Surface Errors
Choose Ask Me First to be prompted to fix disk surface errors. Choose Auto-Repair to have Norton Disk Doctor fix disk surface errors automatically. Choose Skip Repairs if you do not want Norton Disk Doctor to make any repairs when it finds disk surface errors.

Partition Tables
Choose Ask Me First to be prompted to fix <u>partition table</u> errors. Choose Auto-Repair to have Norton Disk Doctor fix partition table errors automatically. Choose Skip Repairs if you do not want Norton Disk Doctor to make any repairs when it finds surface errors.

Boot Records
Choose Ask Me First to be prompted to fix <u>boot record</u> errors. Choose Auto-Repair to have Norton Disk Doctor fix boot record errors automatically. Choose Skip Repairs if you do not want Norton Disk Doctor to make any repairs when it finds boot record errors.

Auto-repair lost clusters of fewer than [number of] chains
Check this option to auto-repair lost clusters that have fewer chains than the number you specify here.

Save lost clusters as files
Check this option to have Norton Disk Doctor save <u>lost clusters</u> as files.

Delete lost clusters
Check this option to have Norton Disk Doctor delete lost clusters.

Prompt for Undo file when making repairs
Check this option to have Norton Disk Doctor prompt you before it makes an Undo file. You must create an Undo file to be able to reverse or undo your changes.

{button ,AL(`About testing compressed disks;About testing the boot record;About testing the disk surface;About testing the file system;About testing the folder structure;About

testing the partition table;About undoing Norton Disk Doctor repairs;To specify custom repair options',0,`',`')}   <ins>Related Topics</ins>

Options for Norton Disk Doctor: Appearance tab

Use the Appearance tab to specify whether you want Norton Disk Doctor to show an animation and play music during diagnosis. You can also specify a custom message to appear after the diagnosis is completed and before Norton Disk Doctor shows you the test results report.

This tab contains:

Enable Animation
Check this option to show the animation during disk diagnosis.

Play Music
Check this option to play a WAV or MID file during diagnosis.

Select either a MIDI or WAV file to play during disk diagnosis
Enter the sound file (WAV, MID, or RMI format) to play. To browse for a file on your system, click the open folder button. To try the sound file, click the play
 button.
 You must have a sound card on your system to to play sound files.

Show Custom Message
Check this option to display a custom message if an error occurs.

Edit
Click to enter or change the custom message you want to display.
_____

{button ,AL(`To display a custom message after disk diagnosis;To play animation and music during disk diagnosis',0,`',`')}   Related Topics

Options for Norton Disk Doctor: Surface Test tab

Use the Surface tab to enable or disable disk surface testing and to specify disk surface testing options, such as the number of passes, the type of test, what to test, and whether to show the disk map during diagnosis.

This tab contains:

Enable surface testing
   Check this option to have Norton Disk Doctor test the disk surface.

Repetitions
   Check this option to have Norton Disk Doctor diagnose your disk surface the currently specified number of times. Enter the number of repetitions you prefer.

Continuous
   Check this option to have Norton Disk Doctor diagnose your disk surface repeatedly until you interrupt it. This option is useful when you want to run the tests while you're away from your system.

Normal Test
   Check this option to have Norton Disk Doctor perform a general scan of the disk surface.

Thorough Test
   Check this option to have Norton Disk Doctor perform an in-depth scan of the disk surface.

Entire Disk Area
   Click to diagnose the whole disk.

Area Used by Files
   Click to diagnose only the portion of the disk that currently contains files.

Show disk map during surface test
   Click to show a map of disk usage and bad areas during diagnosis.
_____
{button ,AL(`About testing the disk surface;To specify disk surface test options',0,`',`')}
<u>Related Topics</u>

Options for Norton Disk Doctor: Advanced tab

Use the Advanced tab to specify specific disk tests that you want Norton Disk Doctor to skip and to specify how you want Norton Disk Doctor to run in the background (minimized).

This tab contains:

Skip Partition & Boot Record Tests
Check this option to skip the partition and boot record tests.

Skip CMOS Tests
Check this option to skip the CMOS test.

Only One Hard Disk
Check this option to ignore erroneously reported additional disk drives.

Skip File Date & Time Tests
Check this option to skip date and time stamp verification on files.

Skip Compression Testing
Check this option to skip the compression test on compressed disk volumes.

Skip Host Drive Testing
Check this option to skip the host drive test on compressed disk volumes.

Scan for Auto-Mount Disks
Check this option to have Norton Disk Doctor check frequently for compressed disk volumes during floppy disk testing.

Begin after [number of] idle minutes, and [number of] seconds
Enter the number of minutes and seconds that you want the foreground to be idle before Norton Disk Doctor starts diagnosing your disk in the background.

When errors are found
Choose what you want Norton Disk Doctor to do when it finds an error while running in the background. It can display the test results report, sound an alarm, flash the taskbar, or sound an alarm and flash the taskbar at the same time.

{button ,AL(`About advanced options;To skip specific Norton Disk Doctor tests;To specify background running options',0,`',`')}   <u>Related Topics</u>