

The doctor will see you now...

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 clusters constitute fewer than the specified number of chains. If the clusters represent 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.



Configures Norton Disk Doctor to repair lost clusters only if the clusters constitute fewer than the specified number of chains. If the clusters represent 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.

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 may 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.
- 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.

**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.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

**To run Norton Disk Doctor minimized:**

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

**2** Click Diagnose.

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

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.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

**To set preferences for running minimized:**

- 1** Click Options in the main window.
- 2** Choose the Advanced tab.
- 3** Choose the Background Operation settings you want from the Background Operation group.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

### **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 Undo in the main window.
- 2** Read the confirmation message. If you still want to attempt to undo your repairs, click Continue.
- 3** Choose the drive containing the undo file and click OK.
- 4** Verify that the undo information found was created at the correct date and time and click Yes.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180;NDD32\_T0045")}

**To disable undo file creation:**

- 1** Click Options in the main window.
- 2** Choose the Custom option button in the Repair Options group.
- 3** Click Select in the Repair Options group.
- 4** Uncheck the Prompt for Undo file when making repairs.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180;NDD32\_T0040")}

 for related information.



**To skip specific Norton Disk Doctor tests:**

- 1** Click Options in the main window.
- 2** Choose the Advanced tab.
- 3** Select the tests you want to skip in the Tests to Skip group.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

**To set general repair options:**

- 1 Click Options in the main window.
- 2 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.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

 for related information.

**To set custom repair options:**

- 1 Click Options in the main window.
- 2 Choose the Custom option button in the Repair Options group.
- 3 Click Select in the Repair Options group.
- 4 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.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

**To determine the fate of lost clusters:**

- 1** Click Options in the main window.
- 2** Choose the Custom option button in the Repair Options group.
- 3** Click Select in the Repair Options group.
- 4** Choose how Norton Disk Doctor should handle lost clusters.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

**To run Norton Disk Doctor when Windows starts:**

- 1** Click Options in the main window.
- 2** Check Start Automatically With Windows in the Startup Options group.
- 3** Choose the disks you want diagnosed in the Drives to Diagnose list box.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

**To set animation and music preferences:**

- 1 Click Options in the main window.
- 2 Click the Appearance tab.
- 3 Choose the animation and music preferences you want.



You must have a sound card installed to play WAVE (WAV) or MIDI (MID) sound files.


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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

 for related information.

**To view detailed test results:**

 Click Details in the Test Results dialog box displayed after Norton Disk Doctor has completed testing your disk.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

**To display a custom message after the tests:**

- 1 Click Options in the main window.
- 2 Click the Appearance tab.
- 3 Check Show Custom Message in the Custom Message group.
- 4 Click Edit in the Custom Message group.
- 5 Enter the text you want displayed before the test report.

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Click here

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{button ,AL("NDD32_I0010;NDD32_T0010;NDD32_T0020;NDD32_T0030;NDD32_T0040;NDD32_T0050;NDD32_T0060;NDD32_T0080;NDD32_T0100;NDD32_T0110;NDD32_T0120;NDD32_T0140;NDD32_T0160;NDD32_T0170;NDD32_T0180")}
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 for related information.



**To set surface test preferences:**

- 1 Click Options in the main window.
- 2 Click the Surface Test tab.
- 3 Choose your desired surface test preferences.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_145;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

 for related information.

**To disable surface testing:**

- 1** Click Options in the main window.
- 2** Click the Surface Test tab.
- 3** Uncheck Enable surface testing.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0160;NDD32\_140;NDD32\_T0170;NDD32\_T0180")}

**To print the test report:**



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

- 1 Click Details in the Summary test results dialog box.
- 2 Click Print in the test result Details dialog box.
- 3 Click the Print to Printer option.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0170;NDD32\_T0175;NDD32\_T0180")} for related information.

**To save the test report to a file:**



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

- 1 Click Details in the Summary test results dialog box.
- 2 Click Print in the Detailed test results dialog box.
- 3 Click the Print to File option.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0175;NDD32\_T0180")} for related information.

**To mail the test report to another user:**



Norton Disk Doctor must test your disk before you can mail a report. The mail feature is not available unless you are connected to a compatible electronic mail system.

- 1** Click Details in the Summary test results dialog box.
- 2** Click Print in the Detailed test results dialog box.
- 3** Click the Mail To User option.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170;NDD32\_T0180")}

**To open Norton Disk Doctor:**

▶ [Click here](#)



to open Norton Disk Doctor.

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[Click here](#)

{button ,AL("NDD32\_I0010;NDD32\_T0010;NDD32\_T0020;NDD32\_T0030;NDD32\_T0040;NDD32\_T0050;NDD32\_T0060;NDD32\_T0080;NDD32\_T0100;NDD32\_T0110;NDD32\_T0120;NDD32\_T0130;NDD32\_T0140;NDD32\_T0160;NDD32\_T0170")}

for related information.

## About Norton Disk Doctor

Norton Disk Doctor is the safe and easy way to diagnose and repair existing or potential problems with any disk. Norton Disk Doctor performs a variety of tests, checking everything from the disk's [partition table](#) to its physical surface. If Norton Disk Doctor finds a problem, it will notify you before making repairs. If you prefer, Norton Disk Doctor can make the necessary repairs automatically.

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

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



Diagnose your disks automatically when Windows starts



Diagnose your disks in the background after a specific period of computer inactivity



Display a disk map during the disk surface test



Display a custom message when errors are found



Play a WAVE (WAV) or MIDI (MID) sound file during disk diagnosis



[Norton System Doctor](#) can automatically monitor a disk's integrity and notify you as soon as it detects potential problems. You can use the [Disk Integrity sensor](#) and [Disk Surface sensor](#) to monitor your disk while you work. When problems are detected, repairs can begin immediately. Norton System Doctor can run Norton Disk Doctor together with Speed Disk for comprehensive disk protection and optimization.

### To open Norton Disk Doctor:

▶ [Click here](#)



to open Norton Disk Doctor.

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[Click here](#)

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{button ,AL("NDD32_I0020;NDD32_I0030;NDD32_I0050;NDD32_I0090;NDD32_I0160;NDD32_T0010;NDD32_T0100")
}
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 for related information.

## **Why you should use Norton Disk Doctor**

Preventive disk maintenance is essential, and ensures access to important files when you need them.

Used together with the other Norton Utilities programs, Norton Disk Doctor provides added protection and flexibility over other disk diagnostic utilities, such as ScanDisk. You can even run Norton Disk Doctor together with Speed Disk in the [background](#).

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Click here {button ,AL("NDD32\_I0010;NDD32\_I0030;NDD32\_I0050;NDD32\_I0090;NDD32\_I0160;SYSDOC32\_I0180")} for related information.



## When you should use Norton Disk Doctor



If your hard disk is so badly damaged that you cannot start your computer normally or if Windows does not start, use your [rescue disk](#) or the Emergency Disk that comes with Norton Utilities. For more information, refer to "DOS Recovery Procedures," in the Norton Utilities for Windows 95 User's Guide.

The sooner you discover disk problems, the easier it is to fix them. Norton Disk Doctor can diagnose potential problems and correct them before they damage your files. For added convenience, you can run Norton Disk Doctor [minimized](#) to diagnose your disk in the [background](#) while you work.



[Norton System Doctor](#) can automatically monitor a disk's integrity and notify you as soon as it detects potential problems. You can use the [Disk Integrity sensor](#) and [Disk Surface sensor](#) to monitor your disk while you work. When problems are detected, repairs can begin immediately. Norton System Doctor can run Norton Disk Doctor together with Speed Disk for comprehensive disk protection and optimization.

Running Norton Disk Doctor frequently helps keep your disk in top condition. If you have problems accessing a file or running an application, run Norton Disk Doctor immediately to ensure the best chances of a complete recovery.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_I0020;NDD32\_I0050;NDD32\_I0090;NDD32\_I0160;SYSDOC32\_I0180;NDD32\_T0010;NDD32\_T0100")}

## About Norton Disk Doctor features

Norton Disk Doctor provides many useful features you can use to get the most out of the testing process. You can:



[Run Norton Disk Doctor minimized](#)



[Undo repairs](#)



[View or print test reports](#)



[Customize the testing process](#)

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Click here

{button ,AL("NDD32\_I0010;NDD32\_I0060;NDD32\_I0070;NDD32\_I0080;NDD32\_I0090;NDD32\_I0160;NDD32\_T0010;NDD32\_T0100")}

 for related information.

## About running Norton Disk Doctor minimized

You can run Norton Disk Doctor in the background while you work by [minimizing](#) 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](#). You can use the [Disk Integrity sensor](#) and [Disk Surface sensor](#) to monitor your disk while you work. When problems are detected, Norton System Doctor can run Norton Disk Doctor immediately.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0070;NDD32\_I0080;NDD32\_I0090;SYSDOC32\_I0180;NDD32\_I0140;NDD32\_T0020;NDD32\_T0010;NDD32\_T0100")}

## About undoing Norton Disk Doctor repairs

Norton Disk Doctor gives you the option of creating an [undo file](#) 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.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0060;NDD32\_I0080;NDD32\_I0090;NDD32\_T0040;NDD32\_T0045")  
} for related information.

## 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

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Click here

{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0060;NDD32\_I0070;NDD32\_I0090;NDD32\_T0160;NDD32\_T0170;NDD32\_T0175")} for related information.

## About customizing Norton Disk Doctor

You can customize the Norton Disk Doctor testing process to your own needs and preferences. Norton Disk Doctor offers a variety of options, including:



[Custom message options](#)



[Display and sound options](#)



[Repair options](#)



[Running Norton Disk Doctor in the background](#)



[Starting Norton Disk Doctor automatically when Windows starts](#)



[Skipping specific tests](#)

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Click here

{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0100;NDD32\_I0110;NDD32\_I0120;NDD32\_I0130;NDD32\_I0140;NDD32\_I0150;NDD32\_I0160;NDD32\_T0120;NDD32\_T0140;NDD32\_145;NDD32\_T0150;NDD32\_T0160;NDD32\_T0010;NDD32\_T0100")}

## 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.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0090;NDD32\_I0110;NDD32\_I0120;NDD32\_I0130;NDD32\_I0140;NDD32\_I0150;SYSDOC32\_I0180;NDD32\_T0100;NDD32\_T0010")} for related information.

## 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.

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{button ,AL("NDD32_I0010;NDD32_I0050;NDD32_I0090;NDD32_I0100;NDD32_I0120;NDD32_I0130;NDD32_I0140;NDD32_I0150;NDD_I0115;NDD32_T0080")}
```

 for related information.



## About lost clusters

Lost [clusters](#) are units of disk space that the [file allocation table \(FAT\)](#) 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:



You can specify a number of lost cluster [chains](#) 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.



You can 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.

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Click here [{button ,AL\("NDD32\\_T0080"\)}](#) for related information.

## 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 WAVE (WAV) or MIDI (MID) sound file while Norton Disk Doctor diagnoses your disk.



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

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{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0090;NDD32\_I0100;NDD32\_I0110;NDD32\_I0130;NDD32\_I0140;NDD32\_I0150;NDD32\_T0110")} for related information.

## About advanced options

Some computers have unusual or non-standard configurations. Sometimes these configurations can 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 [compressed](#) 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.


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## About background options


You can diagnose a hard disk even while Norton Disk Doctor is [minimized](#).


 Norton Disk Doctor cannot diagnose floppy disk problems while minimized.


When minimized, Norton Disk Doctor waits 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](#).

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{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0090;NDD32\_I0100;NDD32\_I0110;NDD32\_I0120;NDD32\_I0130;NDD32\_I0150;SYSDOC32\_I0180;NDD32\_I0060;NDD32\_T0020")}

## **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.

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## Types 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:



[Boot Record test](#)



[Compressed Disk test](#)



[Disk Surface test](#)



[File System test](#)



[Folder Structure test](#)



[Host Drive test](#)



[Partition Table test](#)

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Click here

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 for related information.

## About testing the partition table

Norton Disk Doctor checks for damage to your hard disk's [partition table](#). If the partition table becomes damaged in any way, your operating system may not be able to access your hard disk.

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{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0160;NDD32\_I0180;NDD32\_I0190;NDD32\_I0200;NDD32\_I0210;NDD32\_I0220")} for related information.

## About testing the boot record

Norton Disk Doctor checks the [boot record](#) information to ensure it is correct. If the boot record becomes damaged, your operating system may not be able to access the disk.

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Click here

{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0160;NDD32\_I0170;NDD32\_I0190;NDD32\_I0200;NDD32\_I0210;NDD32\_I0220")} for related information.



## About testing the CMOS

The [CMOS](#) 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.

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Click here [{button ,AL\("NDD32\\_T0050"\)}](#) for related information.

## 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.

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[Click here](#)

{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0160;NDD32\_I0170;NDD32\_I0180;NDD32\_I0200;NDD32\_I0210;NDD32\_I0220")} for related information.

## About testing the folder structure

Norton Disk Doctor checks the [folder](#) structure for [cross-linked files](#), file allocation errors, and [lost clusters](#), any of which can result in data loss.

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## About testing compressed disks

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

Before testing the compressed volume, Norton Disk Doctor tests its uncompressed [host drive](#). 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 to perform this test.

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## 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.

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[Click here](#)

{button ,AL("NDD32\_I0010;NDD32\_I0050;NDD32\_I0160;NDD32\_I0170;NDD32\_I0180;NDD32\_I0190;NDD32\_I0200;NDD32\_I0210;NDD32\_T0140;NDD32\_T0145")} for related information.

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