

Q. When I try to run scandisk, it runs for awhile then gives a message, "scandisk has restarted 10 times, programs running". Why does scandisk not complete?

A. There are often programs that run in the background that you can't see. If one of those programs activates while you're running scandisk, it will cause scandisk to restart.

There are several ways to run scandisk successfully.

1. Run scandisk after disabling STARTUP.

- a. Click Start...Run and type in msconfig, click OK.
- b. Click the bottom box to remove the check to LOAD THESE ITEMS AT STARTUP.
- c. Click Apply,ok and yes to restart.
- d. Now, run scandisk and defrag. Defrag should be run AFTER scandisk.

NOTE: After completion you must go back to msconfig and put the check back into that last box. Then you must click the STARTUP tab and remove the checks from boxes that you do NOT wish to load at startup. I remove all checks except the box for Systray, Scanreg, my firewall and my anti-virus program.

2. Run scandisk in SAFE MODE.

a. Press the power up button for your computer to start, holding down the CTRL button. This brings up a menu for you to select to start your computer in the SAFE MODE.

B. Now, run scandisk and defrag.

c. After completion, you must restart your computer. Sometimes it continues to open in SAFE MODE until you again start and hold down the CTRL button and at the menu select NORMAL Mode.

Note: Opening in Safe Mode sometimes changes the icons on your desktop and when you restart in Normal mode the color will look queer. So before opening in Safe mode check the display settings by rightclick on the desktop, click Properties, click Settings and write down what your settings for display are. After opening in Safe Mode, if your desktop has changed, you can go back to Display and return the settings to what they were before opening in Safe Mode.

3. Run Scandisk in Ms-Dos mode.

a. Click Start...Shutdown and select Restart in Ms-dos.

b. The computer restarts in dos with it's black screen and should come up to the C:\windows>

c. Type at the end of the above line cd C:\ and press the ENTER key. This should bring up C:\>

d. Type now scandisk and press ENTER. IT should look like this C:\>scandisk

NOTE: Scandisk will run and upon completion, it will ask if you also wish to run a surface scan. Say YES.

4. Run DISK DOCTOR and SPEED DISK from the Norton's Utilities, if you have Norton's System Works.

Norton's speed disk is equivalent to Windows Defrag.

Norton Disk Doctor is the equivalent of the Windows Scandisk program and will check your hard drive for errors. To run Norton Disk Doctor in Norton SystemWorks select Norton Utilities then Find and Fix Problems then Norton Disk Doctor.

To run Speed Disk bring up Norton SystemWorks and select Norton Utilities and then Speed Disk.

It's a good idea to run Norton Disk Doctor prior to running Speed Disk.

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