

Win95/98/ME – Solving Defragmenter & Scandisk restarting problems

Problem : *You are trying to run Scandisk or the Defragmenter. It progresses for a little while and then restarts from the beginning, possibly complaining about “The drive contents having changed”. This happens endlessly and you are never able to have Scandisk or the Defragmenter complete their tasks.*

Solving the problem

In 95% of cases the problem is because there is a program in the background, and sometimes in the foreground, that is accessing the hard disk while Scandisk or the Defragmenter is running. Typical such programs could be Real Player, Fax Software (e.g. Microsoft Fax), Real Jukebox, Screen Savers, etc...

With that in mind, here is what you need to do :

- You must close absolutely all programs.
- If you have a Screen Saver that comes on after a short period of time, either temporarily disable it or increase the time to at least 20 minutes. For Windows 98, increase that to 70 minutes, or best, disable it !!!
- Have a look at your **System Tray**. The Tray is the part on the right-hand side of the task bar where the clock sits. If there are icons in there, right-click or double-click on them and close or temporarily disable all of them. The illustration below shows an example of a System Tray carrying a number of icons where some of them would probably need to be closed, or disabled, before the user is able to successfully run Scandisk or the Defragmenter :



- If your problem is with the Defragmenter, run at the very least **Scandisk** first; also empty your **Recycle Bin** and your **Temporary Internet Files** – that said, if you have the time, it is actually best to perform most of the housekeeping tasks detailed in the following document (they include doing a Scandisk, and emptying) :

www.AnswersThatWork.com

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Windows 95 & 98

Tip – Regular recommended Windows 95/98 Housekeeping Tasks

- If you find you have a program like **Real Player** running in your System Tray, have a read of the following Answers That Work document :

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Miscellaneous section

Real Player – Disabling the auto-start of Real Player

- If you are running either the **Microsoft Office** Shortcut Bar, or the **Lotus SmartSuite** Quick Launch bar, close them down.

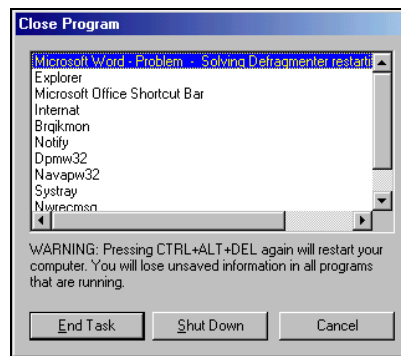
- If you run the **PC-Cillin** antivirus program, disable it temporarily while you run the Defragmenter.

- Now try running Scandisk/Defragmenter again.

- If you still experience the restarting problem, then reboot your computer into Safe Mode and run Scandisk/Defragmenter in Safe Mode.**

If you still have problems

If you still have the problem after all the above steps, then do a **Ctrl+Alt+Delete**, and write down the list of tasks showing in the Task List that pops up – see illustration of a Task List below :



Next, go onto the following page of our website, www.AnswersThatWork.com :

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Reference

Task List Programs

and check out if there are background programs that you should be disabling or de-installing. **In fact, you should regularly check your Task List for such programs regardless of whether or not you experience Scandisk/Defragmenter problems.**

If you still have problems, post us a query detailing everything that you have done, what has happened, and include the list of all the tasks that showed on the Task List above.

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