"ERROR-CHECKING" TO RESOLVE BAD CLUSTERS FOR A HARD DRIVE

HIGH-LEVEL EXECUTIVE SUMMARY

One or more newly-developed bad clusters on your C: drive can cause "Windows.." lockups. You can use the "Error-checking" applet of "Windows.." to resolve the problem.

MORE DETAILED DESCRIPTION

When one or more bad clusters develop in the C: hard drive of a "Windows.." computer and these clusters are located in key "system files", you get "freezes" or "lockups". If you then perform "Error-checking" with "Scan for and attempt recovery of bad sectors", you can resolve the problem.
STEP-BY-STEP PROCEDURE

Step 1:
If it is not already turned on, power on the "Windows" computer.

Step 2:
Click on the Windows "Start" button:
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Step 2:
Click on the Windows "Start" button:
Step 3:
Click on "Control Panel" in the "Start menu":

![Image of the Start menu with Control Panel highlighted]
Step 4: Click on "Administrative Tools" in "Control Panel" window:
Step 5:
Double-click on "Computer Management" in the "Administrative Tools" window:
Step 6:
Click on the + Plus sign to the left of "Event Viewer" in the "Computer Management" window:
Step 7:
Double-click on the "System" log in the "Name" column:
Note that in our example, the "System" log reported 4 Disk Errors at the time that "Windows 7.." locked up.

Step 8:
Double-click on any errors that you find to get more information about them:
Step 9:
Go to the left pane of the "Computer Management" window and click on the "Application" log to see if shows any errors or information notices that are pertinent to the date and time when the "System" log showed disk errors:
Step 10:
Go to the left pane of the "Computer Management" window and click on the "Security" log to see if shows any errors or information notices that are pertinent to the date and time when the "System" log showed disk errors.
Step 11:
Go to the left pane of the "Computer Management" window and click on the "Setup" log to see if it shows any errors or information notices that are pertinent to the date and time when the "System" log showed disk errors.

Step 12:
Close the "Computer Management" window by clicking on the "X" button in the upper right-hand corner.
Step 13:
Click on the Windows "Start" button:
Step 14: Click on "Computer" or "My Computer", or "Windows Explorer" in the "Start menu":
Step 15:
A "Windows Explorer" window will be displayed:
Step 16:
Use the right mouse button to click on the C: drive.

Step 17:
A pop-up utility menu will be displayed:
Step 18:
Click on "Properties" in the pop-up utility menu:

Step 19:
A "Properties" box will be displayed:
Step 20:
Click on the "Tools" tab:

- **Error-checking**: This option will check the drive for errors.
- **Defragmentation**: This option will defragment files on the drive.
- **Backup**: This option will back up files on the drive.
Step 21:
Click on the "Check now.." button.

Step 22:
A "Check Disk" box will be displayed:

![Check Disk HP-ST3750528AS (C:)](image)

- **Check disk options**
  - [x] Automatically fix file system errors
  - [ ] Scan for and attempt recovery of bad sectors

[Start] [Cancel]
Step 23:
Place a checkmark in the box to the left of "Scan for and attempt recovery of bad sectors":

![Check Disk](image)

- [x] Automatically fix file system errors
- [x] Scan for and attempt recovery of bad sectors

[Start]  [Cancel]
Step 24:
Click on the "Start" button:
Step 25:
Click on the "Schedule disk check" button:

Windows can't check the disk while it's in use

Do you want to check for hard disk errors the next time you start your computer?

Schedule disk check  Cancel
Step 26: Close the "Properties" box by clicking on the "X" button in its upper right-hand corner:
Step 27:
Shutdown and restart the computer.

Step 28:
After the "Windows.." splash screen is displayed, a disk error check will start.

Note that in "Stage 4 of 5" it says that "Windows replaced bad clusters in file 15841 of name \pagefile.sys."
Step 29:
After the "error check" completes, your "Windows Desktop" will load.