**Introducing Rescue Disk**

Rescue Disk copies your computer's critical setup data and startup files to a set of removable disks. If your computer fails to start, the rescue disk set can usually get the computer started again. Once the computer is running, the programs stored on the rescue disk set can help you diagnose and fix computer problems, and restore the computer to full functioning.

**Note:** Rescue Disks can be made for Windows 98 and Windows Me systems; they are not needed for Windows NT, Window 2000, or Windows XP systems.

When you rescue your computer using Rescue Disks, the computer boots to DOS. Rescue helps you use DOS-based programs to investigate and repair the problems that prevented your computer from starting normally.

To ensure a successful recovery, it is vital that the rescue information be kept current. You should update your Rescue Disks whenever you upgrade your operating environment, or when you add, modify, or remove hardware, software, startup files, or disk partitions.

The Rescue Disk sensor of Norton System Doctor can help ensure that the information is up to date by alerting you or automatically running Rescue Disk to update the information whenever necessary.

{button ,AL(`About rescue disk sets;To create or update a basic rescue set;To create or update a basic rescue disk set',0,`',`')}   More Info…   Click here for more information.

## Types of rescue items

A rescue disk set includes these types of rescue items:

{button ,JI(`rescue32.HLP>task',`RESCUEW_TOPIC_ABOUT_STARTUP_DATA')}    Startup data

{button ,JI(`rescue32.HLP>task',`RESCUEW_TOPIC_ABOUT_STARTUP_FILES')}    Startup files

{button ,JI(`rescue32.HLP>task',`RESCUEW_TOPIC_ABOUT_ANTIVIRUS_PROGRAMS')}    Norton AntiVirus

{button ,JI(`rescue32.HLP>task',`RESCUEW_TOPIC_ABOUT_DOS_BASED_PROGRAMS')}    Norton Utilities DOS-based programs

{button ,JI(`rescue32.HLP>task',`RESCUEW_TOPIC_ABOUT_USER_FILES')}    User-selected files

○        Norton Utilities Windows-based programs provide a complete arsenal of programs to help you diagnose and repair computer problems.

**Note:** The files on your Rescue Disks will vary depending on the Norton software you have installed.

{button ,AL(`To add or remove rescue items',0,`',`')}    More Info…        Click here for more information.

## About rescue disk sets

The first floppy disk in the rescue disk set contains the data and files necessary to start your computer and recover its basic systems. The remaining disks include supplementary programs and any additional files you have added. Rescue Disk shows you the number of disks that will be required to create your rescue disk set.

**Note:** The files on your Rescue Disks will vary depending on the Norton software you have installed.

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{button ,AL(`About user-selected files;To create or update a basic rescue disk set;When to use a rescue disk set',0,`',`')}   More Info…   Click here for more information.

## When to use a rescue disk set

⚠️ **Warning:** Your rescue disk set is customized for your computer's configuration. Never use rescue disks that were created on or for another computer.

The rescue disk set created for your computer can be used to repair most types of system startup problems. Below is a list of common startup messages that could appear if your computer fails to start. The exact text of your computer's messages may differ somewhat.

{button ,PI(`',`RESCUEW_BATTERY_DISCHARGED')}   **Battery discharged**

{button ,PI(`',`RESCUEW_HARDWARE_INFO_LOST')}   **Hardware information lost－run setup Invalid CMOS Checksum**

**－run setup**
{button ,PI(`',`RESCUEW_INSERT_BOOT_DISK')}   **Please insert boot-disk and press any key**
{button ,PI(`',`RESCUEW_INSERT_VALID_BOOT_DISK')}   **Please insert valid boot-disk and press any key**

{button ,PI(`',`RESCUEW_NONSYSTEM_DISK')}   **Non-System Disk, please insert boot-disk and press any key**

{button ,PI( `',`RESCUEW_BOOT_SECTOR_INVALID')}   **Hard disk boot sector invalid**

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{button ,AL(`About rescue disk sets;To create or update a basic rescue set',0,`',`')}   More Info…   Click here for more information.

## About startup data

Startup data includes system and disk configuration information that is necessary for your computer to start. Rescue Disk saves this information to your rescue disk set as files with DAT extensions:

○ **BOOTINFO.DAT**

Contains information gathered from the main hard disk's boot record. The data includes information about the disk's physical characteristics and logical structure (sector size, cluster size). It also contains the boot record program that loads the operating system.

○ **PARTINFO.DAT**

Contains information gathered from the main hard disk's partition table This information describes the partitions that represent the physical disk to the operating system.

{button ,AL(`To create or update a basic rescue disk set;About startup files;Types of rescue items',0,`',`')}   More Info…   Click here for more information.

## About startup files

Startup files include the files necessary for system startup (IO.SYS, MSDOS.SYS, and COMMAND.COM) plus supplemental files, such as AUTOEXEC.BAT and CONFIG.SYS, that are used to load special features or device drivers before Windows starts. These files are copied to the rescue disk set from the disk your computer uses to start (usually the hard drive or partition designated as drive C:).

💡    If your system uses AUTOEXEC.BAT or CONFIG.SYS, to load additional drivers, such as CD-ROM or sound card drivers, be sure to add the drivers to the list of rescue items. If you have Windows on a CD-ROM, then your rescue disks should always include the CD-ROM drivers to ensure your access to Windows files.

{button ,AL(`To add or remove rescue items;To add or remove rescue items;About Rescue disk compression and security program support;About startup data;About user-selected files;Types of rescue items',0,)}    More Info…
    Click here for more information.

## About user-selected files

Apart from the files that Rescue Disk copies to the rescue disk set by default, you can add additional files to be included on the rescue set. From the Options dialog box click Add Files. The files are added to the User-selected Files groups, and remain there until you explicitly remove them.

**Warning:** Add files only if they are important to restoring your system after a crash. Do not attempt to use your rescue disk set as a full system backup.

{button ,AL(`To add or remove rescue items',0,`',`')}    More Info…        Click here for more information.

**To open Rescue Disk**

To open Rescue Disk:

▶        Click the Rescue button at the top of the main window.
▶        Or click here
 to open Rescue Disk now.

{button ,AL(`To create or update a basic rescue disk set;Introducing Rescue Disk',0,`',`')}   <u>More Info…</u>        Click here for more information.

**To create a rescue disk set**

**1**    Click here ⬛ to open Rescue Disk.

If you choose to create Rescue Disks on a second physical hard disk, or some other large capacity disk drive, your Rescue Disk set is placed in a folder on the selected disk. Make sure you also have a bootable floppy disk in a safe location. This disk should contain the disk drivers or other files necessary to start your computer and access the drive on which you placed your Rescue Disk set. Do not create your Rescue Disk set on your C: drive.

**2**    Select the drive that you want to use to create the Rescue Disk set. To create a floppy disk set, select your A: drive.

**3**    Click Create.

**4**    Label each disk as specified in the Basic Rescue Disk List window and click OK.

**5**    Insert the disks as requested.

⚠    Rescue Disk saves the startup data for the computer on which it was run. Do not attempt to use this rescue disk set to recover a different system.

If you have installed Norton AntiVirus on your computer, temporarily disable Auto-Protect while you are creating the Rescue Disk set. If you do not restart your computer after creating Rescue Disks, remember to enable Auto-Protect again.

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{button ,AL(`To use a basic rescue disk set for recovery;About rescue disk sets;About startup data;To add or remove rescue items',0,`',`'')}   More Info…   Click here for more information.

**To update a rescue disk set**

Rescue Disks should be updated whenever you update your virus protection, install new software, or make changes to your hardware. You can update your Rescue Disks as often as you like without having to recreate them.

If you are updating a floppy disk set, make sure your disks are not write-protected before you begin.

1   Click here  to open Rescue Disk.

2   Under Select Destination Drive, select the A: drive.

3   Click Update.

4   Insert the disk labeled Basic Rescue Boot Floppy Disk into the A: drive.

5   Click OK.

6   Insert the remaining disks in your set as requested.

Make sure to test your newly updated Rescue Disk set when prompted.

### To add or remove rescue items

In addition to the default rescue items, you can specify other files to be included in the rescue disk set. The files are added to the User-selected Files category, and remain there until you explicitly remove them.

⚠️ Add files only if they are important to get your system back up after a crash. Do not attempt to use your rescue disk set as a full system backup.

1    Click here 🔲 to open Rescue Disk.
2    Click Options.

### To add rescue items

1    Click Add Files.

2    Select the files you want to add.

💡 You can hold down the Shift or Control (Ctrl) keys to select more than one file from the same folder.

### To remove a user-selected rescue item

1    Click User-selected Files.

2    Click the file you want to remove.

3    Click Remove File.

_____

{button ,AL(`About user-selected files',0,`',`')}   <u>More Info...</u>    Click here for more information.

**To use a basic rescue disk set for recovery**

💡 If you need to use a basic rescue disk set to recover from a crash, you won't be able to access this help file for the following instructions. It is a good idea to print these instructions and keep them with your rescue disk set.

1 Insert the Basic Rescue Boot Floppy Disk into the computer's boot drive.
The boot drive is typically the A: drive.

2 Reboot the computer.

3 Run the Rescue Recovery Wizard.

{button ,AL(`About DOS-based rescue programs;',0,`',`')}   More Info…          Click here for more information.

**Options: Rescue Files tab**

Use this tab to view, add, or remove the items that will be included in the rescue disk set. You can add or remove user-selected files only.

**Add Files**

Click to specify additional files that you want Rescue Disk to store on the rescue disk set.

**Note:** Do not use this as a backup utility. Add files only if they are important to restoring your system after a crash.

**Remove File**

Click to remove the selected file under User-selected Files. The files will no longer be included on the rescue disk set.

**Rescue items list**

The list is categorized, and presented in a hierarchical view, similar to a Windows Explorer view. Click the plus sign next to a category to expand the list and see what the category contains. Click the plus sign next to a specific file for more information about the file.

The list of rescue items is different, depending on the programs you have installed and the type of rescue set you are using:

**Basic Rescue Boot Floppy Files**

Files Rescue Disk stores on the floppy disk that you use to start your system.

**Rescue DOS Utility Programs**

DOS-based emergency programs Rescue Disks stores on the rescue disk set. You can use these DOS-based utilities to recover your system.

**Norton AntiVirus Program**

Norton AntiVirus program files.

**Definitions Disks**

Virus definitions files used by Norton AntiVirus to scan your system in an emergency. There are several of these disks.

**User-selected Files**

Files you have added to the rescue set. Add files to this list by clicking Add Files. Remove files from this list by clicking the file, then clicking Remove.

{button ,AL(`About user-selected files;To add or remove rescue items',0,`',`')}   More Info…       Click here for more information.

This message indicates that the internal battery has run out of power. The result of a battery discharge is the loss of your system's <u>CMOS</u> information. This message generally appears when the internal battery is not a rechargeable battery. Systems with rechargeable batteries installed recharge while the system is on. To repair this problem, install a fresh battery or follow the hardware manufacturer's recommendations. Then use your system's setup program to fix the CMOS information.

This message indicates that your system's [CMOS](#) information has been lost. This message appears when there has been a break in power between the internal battery and the CMOS chip or when the internal battery is discharged. This message generally indicates the internal battery needs replacement or recharging. To repair this problem, check the battery's connection to the motherboard. If the connection appears sound, replace or recharge the battery, then use your system's setup program to fix the CMOS information.

This message indicates that the <u>system files</u> are not present. This message appears when the <u>boot records</u> on your system's startup disk are missing. However, before you reach for the rescue disk, make sure you are booting from the correct drive. If you are trying to boot from the C: drive, but you have a disk in the A: drive, you probably have a <u>non-bootable disk</u> in the A: drive causing this message. Remove the disk from the A: drive and then boot the system again. Otherwise, use your system's rescue disk to restore the boot records and partition tables.

This message indicates that the system's normal startup disk (usually drive C:) was not found. It usually means the system files are corrupt or damaged. Before you reach for the rescue disk, make sure you are booting from the correct drive. If you are trying to boot from the C: drive, but you have a disk in the A: drive, you probably have a non-bootable disk in the A: drive causing this message. Remove the disk from the A: drive and then boot the system again. Otherwise, use your system's rescue disk to restore the boot records.

This message indicates that a startup disk was found, but the system's startup files are not present. Before you reach for the rescue disk, make sure you are booting from the correct drive. If you are trying to boot from the C: drive, but you have a disk in the A: drive, you probably have a <u>non-bootable disk</u> in the A: drive causing this message. Remove the disk from the A: drive and then boot the system again. Otherwise, use your system's rescue disk to restore the boot records.

This message indicates that the drive's <u>boot sector</u> is corrupt or damaged. This message appears when invalid information exists in the drive's boot sector. Use your system's rescue disk to restore the boot record and partition table.

## About DOS-based rescue programs

DOS-based programs don't require Windows to run. In the event that you cannot start Windows, these programs can help you diagnose and fix problems with your system. By default, Rescue Disk saves the following DOS-based programs to basic rescue disk sets:

- **Norton Disk Doctor (NDD.EXE)**
  – Repairs most disk problems.
- **Disk Editor (DISKEDIT.EXE)**
  – Lets you manually edit and repair the data on a disk.
- **Rescue Disk (RESCUE.EXE)**
  – Restores a computer's startup data.
- **UnErase (UNERASE.EXE)**
  – Recovers erased files automatically or manually.
- **UnFormat (UNFORMAT.EXE)**
  – Recovers files after accidentally formatting a disk.
- **Microsoft's Fdisk (FDISK.EXE)**
  – Creates, modifies, or removes <u>physical</u> and <u>logical</u> hard disk partitions.
- **Microsoft's Sys (SYS.COM)**
  – Makes floppy or hard disks bootable. When a disk is bootable, you can use it to start your computer.
- **Microsoft's Format (FORMAT.COM)**
  – Formats floppy and hard disks.
- **Norton AntiVirus (NAVDX.EXE)**
  – Finds and removes viruses in files, directories, and drives.

**Note:** Your Rescue Disks will contain Norton Utilities DOS-based programs if you have Norton Utilities installed on your computer.

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{button ,AL(`To add or remove rescue items;About user-selected files;Types of rescue items',0,`',`')}  <u>More Info…</u>
   Click here for more information.

**Check for viruses**

A computer virus is a self-replicating program, written intentionally to alter the way your computer operates without your knowledge or permission.

Whenever your computer starts, it runs boot programs from a special area of the disk to ready itself for work. If these programs are infected with a virus, it can load into the computer's memory at startup and prevent your computer from starting normally. Some computer viruses damage the data on your disks by corrupting programs, deleting files, or even reformatting the disk.

Click Scan System Areas to let the Rescue Recovery Wizard check the computer memory and disk boot areas for viruses.

▶       If no virus is found, click Next to continue the recovery process.
▶       If a virus is found, you should use Norton AntiVirus (or a similar program) to remove the virus before continuing with the rescue.

Click Scan Files to start the Norton AntiVirus File Repair Wizard to scan for and repair infected files.

## Check boot record

The boot record on the hard disk identifies the disk's architecture (disk type, number of recordable sides, bytes per sector, sectors per cluster and track). For bootable disks, it also contains the bootstrap loader, a program that loads the operating system. If the boot record is lost or damaged, the computer will not start properly. Your rescue disk set stores a copy of the boot record information, and the Rescue Recovery Wizard can restore the information from that copy.

▶      If the computer's boot record information matches the information stored on the rescue disk set, click Next to continue the recovery process.

▶      If this screen indicates a mismatch between the system's boot record information and the version stored on the rescue disk set, click Restore to let the wizard fix the problem.

After the wizard restores the information, remove the rescue disks from the drives and restart the computer to see if that fixed the problem. If you still cannot start the computer normally, re-insert the rescue disks and restart. The Rescue Recovery Wizard will start again and guide you through other repairs.

**Check partition table**

A single physical hard disk can be seen by the operating system as one or more logical disk drives. Each physical disk has a partition table that describes to the operating system how the physical disk space is allotted to each logical drive. The partition table also tells the operating system what file system (FAT, FAT32, etc.) is to be used for each partition. If the partition table is lost or damaged, the computer will not start properly. Your rescue disk set stores a copy of the partition table information, and the Rescue Recovery Wizard can restore the information from that copy.

▶ If the computer's partition table information matches the information stored on the rescue disk set, click Next to continue the recovery process.

▶ If this screen indicates a mismatch between the system's partition table information and the version stored on the rescue disk set, click Restore to let the wizard fix the problem.

After the wizard restores the information, remove the rescue disks from the drives and restart the computer to see if that fixed the problem. If you still cannot start the computer normally, re-insert the rescue disks and restart. The Rescue Recovery Wizard will start again and guide you through other repairs.

## Check for disk damage

The Rescue Recovery Wizard has checked the boot record and partition table of the disk. Another disk area critical to computer functioning is the File Allocation Table (FAT). The FAT identifies every cluster on the disk as either free (available), belonging to a file, or bad (defective). The FAT structure is central to the way Windows identifies and manipulates files, so the disk stores two copies of the FAT. Damage to the main copy of the FAT can prevent the computer from starting properly. Your rescue disk set includes a copy of Norton Disk Doctor, which can use the second copy of the FAT to restore lost or damaged FAT information.

Click Run NDD to let the Rescue Recovery Wizard check the disk for any damage, including damage to the FAT.

▶ If problems are found, allow Norton Disk Doctor to repair them, then remove the rescue disks from the drives and restart the computer to see if that fixed the problem. If you still cannot start the computer normally, re-insert the rescue disks and restart. The Rescue Recovery Wizard will start again and guide you through other repairs. When the wizard returns to this screen, click Next to continue.

**Unerase critical deleted files**

Windows employs an extensive number of files, many of which are required for Windows to operate properly. If any of these critical files are accidentally deleted, the system may not start properly. Your rescue disk set includes a copy of UnErase Wizard, which can recover deleted files.

Click Run UnErase Wizard to look for critical files that may have been deleted. In particular, look for files with these file extensions: **INI**, **EXE**, **COM**, **SYS**, **DLL**, **VXD**, **DRV**, and **386**.

▶      If files with these extensions are found by UnErase Wizard, allow the wizard to restore them, then remove the rescue disks from the drives and restart the computer to see if that fixed the problem. If you still cannot start the computer normally, re-insert the rescue disks and restart. The Rescue Recovery Wizard will start again and guide you through other repairs. When the wizard returns to this screen, click Next to continue.

**Check key startup files**

These files are required for system startup, even before Windows is started. The key startup files include MSDOS.SYS to get the operating system started, AUTOEXEC.BAT and CONFIG.SYS optionally used to load older, DOS-based device drivers, and SYSTEM.INI to load older Windows device drivers. If any of these files has been modified incorrectly, it could prevent your system from starting properly. Your rescue disk set stores copies of these critical startup files, and the Rescue Recovery Wizard can restore the files from the copies to their state before the modifications.

▶ If the computer's startup files match the versions stored on the rescue disk set, click Next to continue the recovery process.

▶ If this screen indicates a mismatch between the startup files and the versions stored on the rescue disk set, click Restore to let the wizard fix the problem.

After the wizard restores the information, remove the rescue disks from the drives and restart the computer to see if that fixed the problem. If you still cannot start the computer normally, re-insert the rescue disks and restart. The Rescue Recovery Wizard will start again and guide you through other repairs.

**Likely hardware failure**

If you have allowed the Rescue Recovery Wizard to perform all repairs, and your system still does not start, there may be a failure in the system's critical hardware.

First turn off the power, be sure you are electrically grounded (as by touching the computer chassis), and then check all connections and cables. Make sure all circuit boards are well seated on the motherboard. If this fails to solve the problem, seek technical assistance from your system vendor, or from the individual vendors of your system components.

Areas for more investigation include:

- Hard disk
- Hard disk controller
- Physical memory (RAM)
- Motherboard

**Options: Disk Format tab**

Use this tab to specify the formatting option for floppy disks used in the rescue disk set.

**Full Format**

Select this option to perform a full format of the floppy disk. This erases any files that are on the disk, and scans the disk for bad sectors as it is formatted.

**Quick Format**

Select this option to perform a quick format of the floppy disk. This erases any files that are on the disk, but does not scan the disk for bad sectors. You should choose Quick Format only if you are sure that your disk is not damaged.

**No Format**

Select this option if you are starting with a bootable floppy disk and you want to add the rescue disk information to it. This option does not erase files that are on the disk.

**Check system files**

Many of the files in the Windows and Windows System folders are required for Windows to operate. If any of these critical files are missing or corrupt, it could prevent your system from starting properly. Your rescue disk set stores copies of these critical system files, and the Rescue Recovery Wizard can restore the files from the copies.

Click Scan to let the Rescue Recovery Wizard check for missing system files.

▶ If this screen indicates there are no missing or corrupt system files, click Next to continue with the Rescue Recovery Wizard. Alternatively, you can click Advanced Scan for a more thorough, but slower, scan.

▶ If the Rescue Recovery Wizard finds missing or corrupt files, click View Files to view and restore those files.

After the wizard restores the information, remove the rescue disks from the drives and restart the computer to see if that fixed the problem. If you still cannot start the computer normally, re-insert the rescue disks and restart. The Rescue Recovery Wizard will start again and guide you through other repairs.

**File Repair Wizard**

The File Repair Wizard will find viruses in files and automatically repair the infected files.

**Start File Scan:**      Click to have the wizard search for viruses on your computer's hard drives.

**Stop File Scan:**      Click to stop the scan currently running. Any viruses already detected will be listed on the next screen.

**Next:**      Click to advance to the next wizard screen. A list of viruses found will be displayed.

**Cancel:**      Click to end the Norton AntiVirus File Repair Wizard and return to the Rescue Recovery Wizard. No infected files will be repaired.

**File Repair Wizard**

All viruses found during the File Scan are displayed. From this screen you have the wizard repair infected files.

| | |
|---|---|
| **Back:** | Click to return to the previous wizard screen where you can run a File Scan. |
| **Next:** | Click to automatically repair infected files and advance to the next wizard screen. |
| **Cancel:** | Click to end the Norton AntiVirus File Repair Wizard and return to the Rescue Recovery Wizard. No infected files will be repaired. |

## File Repair Wizard

The wizard automatically repairs infected files. The progress bar shows an approximate percentage of time to complete repairs on all infected files.

**Back:** Click to return to the previous wizard screen where you can view a list of found viruses.

**Next:** Click to advance to the next wizard screen for a summary of the wizard's actions. This button is not available until the repair is complete.

**Cancel:** Click to end the Norton AntiVirus File Repair Wizard and return to the Rescue Recovery Wizard. If you click Cancel before the wizard has repaired files those infected files will not be repaired.

**File Repair Wizard**

The wizard displays a list of repaired files.

| | |
|---|---|
| **Back:** | Click to return to the previous wizard screen. |
| **Finish:** | Click to end the Norton AntiVirus File Repair Wizard and return to the Rescue Recovery Wizard. The Finish button appears when all the files have been repaired. |
| **Next:** | Click to advance to the next wizard screen to see a list of files that could not be repaired. The Next button appears when a file or files cannot be repaired. |
| **Cancel:** | Click to end the Norton AntiVirus File Repair Wizard and return to the Rescue Recovery Wizard. |

**File Repair Wizard**

The wizard displays a list of files that could not be repaired.

| | |
|---|---|
| **Delete:** | Click to delete highlighted files. This is the safest thing to do with infected files that cannot be repaired. |
| **Back:** | Click to return to the previous wizard screen. |
| **Finish:** | Click to end the Norton AntiVirus File Repair Wizard and return to the Rescue Recovery Wizard. |
| **Cancel:** | Click to end the Norton AntiVirus File Repair Wizard and return to the Rescue Recovery Wizard. |

**Could not open program**

The program is not installed or has been moved from the folder to which it was installed.

To properly install the missing program, run Setup again.

**About Norton AntiVirus program files**

Rescue Disk includes Norton AntiVirus to scan your system for viruses when you have an emergency.

🔘 **Norton AntiVirus program**
− Finds and repairs virus problems.
🔘 **Virus definitions files**
− Provide the information Norton AntiVirus needs to find and fix virus infections.

**Note:** Your Rescue Disks will contain Norton AntiVirus if you have Norton AntiVirus installed on your computer.

{button ,AL(`To add or remove rescue items;About user-selected files;Types of rescue items',0,`',`')}  More Info…
    Click here for more information.

**To test your rescue disks**

At the end of the Create Rescue Disks process, you are prompted to test your disks. This requires that you restart your computer using the Rescue Disks.

**1**  Close all open Windows programs.

**2**  Insert the disk labeled Basic Rescue Boot Floppy Disk into the A: drive and click Restart.

If the Rescue Disk screen appears on your monitor, the Rescue Disk works properly. If the Rescue Disk screen does not appear, you have several options for correcting the problem.
{button ,JI(`>task',`RESCUEW_TOPIC_DISK_DOESNT_WORK')}   Click here for more information on what to do if your rescue disks don't work.

**3**  Press Escape to exit to DOS.

**4**  Remove the disk from the A: drive and slide open the plastic tab on the back of the disk to write-protect it.

**5**   Restart your computer.

**My rescue disk does not work**

Due to the number of product-specific technologies used by manufacturers to configure and initialize hard drives, Rescue cannot always create a bootable disk automatically. If your Rescue Boot Disk does not work properly, do one of the following:

If you have a special startup disk for your computer, add it to your Rescue Disk set. In an emergency, start up from that disk. Remove the disk and insert your Rescue Boot Disk. At the DOS prompt, type  A:RSHELL, press Enter, and then follow the on-screen instructions.

Use the Disk Manager or similarly named program that came with your computer to make your Rescue Boot Disk bootable. Make sure to test your modified Rescue Boot Disk.

Sometimes, your Rescue Boot Disk does not work properly because you have more than one operating system installed, such as Windows NT and Windows 98. To modify the disk, do the following:

Start up from your hard drive, insert your Rescue Boot Disk into the A: drive, and, from a DOS prompt, type  SYS A:  and press Enter. This transfers the operating system to the Rescue Boot Disk. Be sure to retest your Rescue Disks.

Creates a rescue disk set to the destination drive specified below.

Updates the rescue disk set in the destination drive specified below.

Click to see the files that will be saved to the rescue set, and to add other files to the rescue set.

Closes Rescue Disk.

Click to create a rescue disk set that can boot your system to Windows. Norton Zip rescue disk sets include Windows-based recovery and repair programs. When you recover a damaged computer using a Norton Zip rescue set, the Rescue Recovery Wizard starts automatically to guide you through the recovery process.

This option requires a Zip disk and is disabled if no Iomega

Zip™ drive is detected on your system.

Click to create a basic rescue disk set that boots your system to DOS. Basic rescue disk sets and include DOS-based recovery and repair programs. When you recover a damaged computer using a basic rescue set, rescue starts automatically to help guide you through the recovery process.

Click the drive to which you want to save the rescue information.

For Norton Zip Rescues, click the letter of the Zip drive to use. The computer's primary floppy drive will be used for creating the bootable floppy disk. If the computer can boot from the Zip drive, no floppy disk is required for the rescue set.

Click to show or hide details of the progress of the current rescue set creation.

Indicates the progress of copying files to the Zip disk.

Indicates the progress of copying files to the current floppy disk or rescue folder.

Indicates the overall progress of rescue disk creation.

Click the drive to which you want to save the rescue information.

For Norton Zip Rescues, click the letter of the Zip drive to use. The computer's primary floppy drive will be used for creating the bootable floppy disk. If the computer can boot from the Zip drive, no floppy disk is required for the rescue set.

Uncheck to prevent creation of the Zip disk of the rescue set. Use this option if you have lost the floppy boot disk of your Norton Zip rescue set and need to create another.

Uncheck to prevent creation of the boot floppy disk of the rescue set. Use this option if you have lost the Zip disk of your Norton Zip rescue set and need to create another.

Click to have the Norton Zip rescue disk set boot your computer to Windows' Normal Mode of operation. Normal Mode is the familiar Windows environment that includes all drivers and network support you normally have when you start Windows.

Click to have the Norton Zip rescue disk set boot your computer to Windows' Safe Mode of operation. Under Safe Mode, Windows loads only the minimal set of device drivers necessary to start Windows. For example, under Safe Mode Windows uses the default VGA monitor setting, Microsoft mouse driver, and loads no network support. You will not have access to CD-ROM drives.

Lists the files that can be included on your rescue disk set. The files are arranged into categories. To view all the files in a category, click the plus (+) sign next to the category name.

To add your own files to the list, click Add Files. The files are added under the User Selected Files category. You can remove any of these files from the list by clicking the filename, then clicking Remove File.

Click to add files to the rescue set. The new files are added under the User-selected Files category.

Click to remove a file from the User Selected Files category. This button is disabled until you have selected a file for removal.

Lists the disks that will be created for the rescue disk set. You should label the disks to match this list.

If the floppy disks you use are not empty, any files currently on the disks will be deleted.

Select this option to perform a full format of the floppy disk. This erases any files that are on the disk, and scans the disk for bad sectors as it is formatte

Select this option to perform a quick format of the floppy disk. This erases any files that are on the disk, but does not scan the disk for bad sectors. You should choose Quick Format only if you are sure that your disk is not damaged.

Select this option if you are starting with a bootable floppy disk and you want to add the rescue disk information to it. This option does not erase files that are on the disk. The disk must contain the system files required to boot.