

Norton™
PartitionMagic® 8.0

Includes Symantec™ BootMagic®

User's Guide

Norton™ PartitionMagic® 8.0

User Guide

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Norton PartitionMagic

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Introduction

What Is PartitionMagic?

Norton™ PartitionMagic® is a utility that lets you quickly and easily create, delete, merge, or convert file systems of partitions on your hard disk without destroying existing data. PartitionMagic will make your hard disk more efficient and provide greater security for your data.

PartitionMagic enables you to secure your data by physically separating it from other files. Separate partitions also make backups easy.

PartitionMagic helps you reliably run multiple operating systems on the same computer. PartitionMagic also includes BootMagic, a powerful boot manager that helps you safely install new operating systems and lets you choose which operating system you want to use when starting your computer.

In addition to powerful partitioning features, PartitionMagic offers a variety of other options. For instance, you can perform partitioning operations and view the changes that will be made before applying them to your system. Additionally, you can view comprehensive information about your hard disk geometry and your hardware system, and you can resize root directories (FAT, FAT32) to make room for more long filenames.

New Features

Norton PartitionMagic 8.0 includes the following new features:

- **New user interface** – Makes PartitionMagic easier to navigate.
- **Large partition support** – Enables management of partitions up to 300 GB when the partition is less than 90% full. Larger hard drives may require additional memory.
- **File browser** – Makes it possible to browse the contents of a partition or copy, move, and rename files and folders from within PartitionMagic.
- **Running multiple operating systems** – BootMagic has been enhanced, so it can be installed on a FAT or FAT32 partition on any hard disk. PQBoot for Windows has been added, enabling you to boot into an alternate operating system from Windows and return to the standard operating system on the next reboot.

- **Ability to resize clusters on NTFS partitions** – Reclaims lost performance that can result from converting a FAT32 partition to NTFS as part of an operating system upgrade. Larger clusters can also reduce the rate of fragmentation.
- **Installing Another Operating System wizard** – Includes built-in information so more of the operations are automated when you are preparing your system to run multiple operating systems. Also includes information you can print to help you with the part of the process that is not directly tied to PartitionMagic.
- **Create Backup Partition wizard** – Helps you create a partition for backup data files.
- **Flash tutorial** – Introduces partitioning concepts and provides an overview of the tasks you can complete with PartitionMagic.

Getting Started

This chapter includes the following information:

- PartitionMagic System Requirements
- Installing PartitionMagic under Windows
- Creating Rescue Disks
- Before Running PartitionMagic
- Running PartitionMagic
- Setting a Password for PartitionMagic
- Uninstalling PartitionMagic

PartitionMagic System Requirements

PartitionMagic for Windows requires a minimum of 70 MB of hard disk space, a CD drive (any speed), a 3.5-inch floppy drive, VGA or higher resolution monitor with a screen area of at least 800 x 600 pixels, and processor and memory requirements as shown below.

Operating System	Minimum RAM	Minimum Processor
Windows 95b through Windows 98 SE	32 MB	Pentium/150 MHz or compatible
Windows Me	32 MB	Pentium/150 MHz or compatible
Windows NT 4.0 Workstation with SP6a applied	32 MB*	Pentium/150 MHz or compatible
Windows 2000 Professional	64 MB*	Pentium/150 MHz or compatible
Windows XP	128 MB*	Pentium/233 MHz or compatible

* Resizing NTFS clusters on partitions over 120 GB in size requires 256 MB RAM.

PartitionMagic supports hardware RAID level 0 (disk striping) and RAID level 5 (striping with parity).

PartitionMagic supports external USB, USB2, and FireWire (1394) hard drives under Windows. Operations that are executed in boot mode are not supported on these devices. See “USB, USB2, and FireWire Support” on page 17.

The rescue disk version of PartitionMagic requires a Pentium/150 MHz processor (or faster), a 3.5-inch floppy drive, 8 MB of RAM (16 MB for NTFS partitions; 32 MB recommended for FAT32 partitions; some very large partitions may require up to 256 MB). Microsoft recommends 128 MB RAM for Windows 2000 and Windows XP systems, although the product can run on systems with 64 MB RAM.

Installing PartitionMagic under Windows

You must have administrative privileges to install PartitionMagic on a Windows NT, Windows 2000, or Windows XP system.

IMPORTANT! PartitionMagic must be installed on a local drive, not on a network drive.

NOTE Before installing PartitionMagic 8.0 under Windows 2000, ensure you have updated the operating system with the latest Microsoft Service Pack (SP2 or greater).

As a good computing practice, regardless of operating system, run `chkdsk /f` before running Partition Magic to make sure there are no file system errors on the partition.

- 1 Insert the PartitionMagic CD into your CD drive.
- 2 If the installation program does not start automatically, click **Start ► Run** on the Windows taskbar. Then type `drive:\AUTORUN`, where *drive* is the drive letter of your CD drive.
- 3 Click **PartitionMagic ► Install**, and follow the on-screen installation instructions.

There is sometimes a delay after you click **Install**. If you click it twice, you will start two instances of the installation and will have to cancel the second one.

Creating Rescue Disks

You can run a DOS version of PartitionMagic or the BootMagic configuration program from the PartitionMagic CD if your computer has the ability to boot from a CD. If your computer cannot boot from a CD, Norton recommends that you create rescue diskettes at the end of the PartitionMagic installation.

You can create rescue disks from the PartitionMagic CD or from the Start menu. The bootable CD and rescue disks also enable you to run PartitionMagic from DOS, Windows 3.x, or Linux machines.

Rescue disks are useful when:

- You want to run PartitionMagic, but you do not have an operating system that is supported by the Windows version of the software.
- You have hidden the partition where PartitionMagic is installed and need to run PartitionMagic to unhide the partition.
- You have accidentally converted a partition to FAT32 or NTFS and your operating system does not support that operating system, so your computer will not boot. (You can use the rescue disks to convert the partition back to FAT.)
- Other occasions arise when you do not have access to PartitionMagic on the CD or hard drive.

You must have two blank 1.44 MB floppy disks available before you begin this procedure (three disks for double-byte languages).

- 1 You can create rescue disks three ways:

To create rescue disks from:

Do this:

Windows
(preferred
method)

Click **Start** ► **Programs** ► **Norton PartitionMagic 8.0** ► **PartitionMagic 8.0 Tools** ► **Create Rescue Disks**.

PartitionMagic
CD (useful if you
do not have
Windows)

1a Open the English\DOSMAKE folder on the PartitionMagic CD.

1b Type `MAKEDISK A:`, where A: is the drive letter for your floppy disk drive.

You can also install the DOS version of PartitionMagic to your hard disk using this process. If you install to your hard disk, the PartitionMagic files (but not the system files) will be installed to a PQMAGIC directory at the root of the disk, and you will not need floppy disks.

PartitionMagic
main window

Click **Tools** ► **Create Rescue Disks** on the menu bar.

- 2 Insert a blank formatted 1.44 MB disk into your 3.5-inch disk drive and click **OK**.
- 3 Follow the prompts and the instructions on the progress bar (located at the bottom of the window).

The rescue disks contain the following files:

PartitionMagic Disk 1	PartitionMagic Disk 2
<ul style="list-style-type: none">• Autoexe2.bat• Autoexec.bat• Command.com• Ega.cpi• Keyb.com• Mode.com• Partinfo.exe (utility program)• PTEDIT (utility program)• Miscellaneous system (.SYS) files• MSCDEX.exe (<i>Windows 9x/Me only</i>)• NWCDEX.exe (<i>Windows NT/2000/XP only</i>)• Fdisk.com (<i>Windows NT/2000/XP only</i>)• CHKDSK.exe	<ul style="list-style-type: none">• Autoexec.bat• Command.com• Mouse.com• PMHelp.dat (help file)• PQMagic.exe• PQMagic.ovl• PQMagic.pqg• PQPB.rtc• Rescue.txt• zAbout.pqg• Boot.ini (<i>Windows NT/2000/XP only</i>)

If you create rescue disks for a double-byte language, the third disk includes fonts.

Before Running PartitionMagic

It is wise to run a file check (such as CheckDisk or ScanDisk) before running PartitionMagic. Doing so can help you avoid problems you could encounter if you try to manipulate partitions on a disk with bad sectors or file system errors. See “Checking Partitions for Errors” on page 50.

You should back up your hard disk before using PartitionMagic. While PartitionMagic has been thoroughly tested and is reliable, other factors, (such as power failures, operating system bugs, and hardware defects), can put your data at risk. Before using *any* utility that makes extensive changes to your hard disk, you should back up your data.

PartitionMagic cannot run while other low-level disk utilities (such as virus detection software, defragmenting software like Diskeeper®, or backup software like Norton GoBack™) are running. Close all such utilities prior to starting PartitionMagic.

Verify that the version of PartitionMagic you are running is supported on the operating system (and Service Pack, if applicable) you are running. See “PartitionMagic System Requirements” on page 4.

If you would like a high-level overview of PartitionMagic, click **Help ► Flash Tutorial** to run a Flash presentation that explains the product.

Running PartitionMagic

You can run PartitionMagic from Windows 95, Windows 98, Windows Me, Windows NT 4.0 Workstation, Windows 2000 Professional, or Windows XP. Under any other operating system, you must run PartitionMagic from the rescue disks.

To run from:	Do this:
Windows Start menu	Click Start ► Programs ► Norton PartitionMagic 8.0 ► PartitionMagic 8.0 .
Windows Explorer	Right-click any drive object, and click PartitionMagic 8.0 .

Running PartitionMagic from Rescue Disks

When you boot your computer from the first rescue disk, PQMAGIC automatically runs. You must insert the second rescue disk when prompted.

Preparation

Before you run PartitionMagic from the rescue disks, you should:

- Turn off third-party disk caches.
- Deactivate/unload any TSR programs that access or modify partitions being changed.

You cannot run PartitionMagic on a Windows 2000 Professional, Windows XP Professional, or Windows Me machine that is in hibernation. To use the rescue diskette or PartitionMagic for Windows, Windows 2000, Windows XP, or Windows Me must have been shut down normally.

Rescue Disk Limitations

The following features are not available when you run the DOS version of PartitionMagic from the rescue disks or from the PartitionMagic bootable CD.

- Split partitions
- Secure erase of partitions
- Undo last change
- Wizards

If you run out of space on the first rescue disk as a result of adding network, SCSI, or CD-ROM drivers to your boot sequence, you can delete the following files from the disk: chkdsk.com, fdisk.exe, ptedit.exe, and partinfo.exe. We recommend that you delete the files in that order, freeing up only the space that you need to accommodate additional files. These files are included in the Utilities folder on the PartitionMagic CD where you can access them later, if necessary.

If you use an international keyboard or character set, you will need to modify the AUTOEXE2.BAT and CONFIG.SYS files on the rescue disks. Refer to “Using International Keyboards” on page 23 for additional information.

Checking an NTFS partition with the rescue disk version of PartitionMagic may take an unusually long time. Since PartitionMagic performs checks both before and after the move, copy, and resize operations, these operations may be slower with the rescue disk version of PartitionMagic than with the Windows version.

Command Line Switches

The following command line options are supported by the Windows version and the DOS (rescue disk) version of PartitionMagic, unless noted otherwise. When you specify multiple options, the order is unimportant.

Switch	Description
/?	Lists all the command line options switches for the version of PartitionMagic you are running.
/CAS	Copies all sectors within partitions.
/CBS	Checks for all bad sectors.
/CEC	Checks for extra cylinders.
/DBG	Enables debug messages.
/IFC	Ignores file system checks.
/I24	Ignores the 1024 cylinder boundary.
/MUP	Allows you to move partitions of unknown types.
/NBS	Disables bad sector checking.
/NRB	Instructs PartitionMagic not to reboot after the program exits.

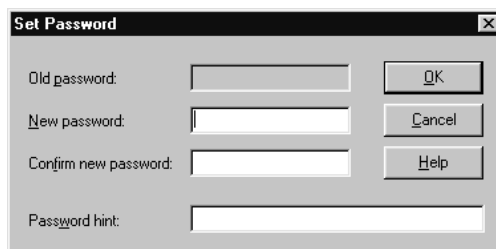
Switch	Description
/NSS	Does not display the splash screen.
/PQB	Forces the batch file to the specified location. PartitionMagic creates a batch file when it must perform some operations in boot mode. Syntax: PQMAGIC /PQB=C:\, where C: is the location where you want the batch file to be saved.
/RAV	Tells PartitionMagic to read and verify all disk writes. Enabling this option increases the length of time needed to perform some operations, but it ensures that the operation outcome is accurate.
/UVM	Tells PartitionMagic to use virtual memory.
/WFS	Wipes the first sector after deleting all partitions.

Setting a Password for PartitionMagic

You can assign a password that must be entered before PartitionMagic for Windows will start.

- 1 Click **General** ► **Set Password**.

The **Set Password** dialog appears.



- 2 Type a new password, then press <Tab>.
- 3 Confirm the new password, then press <Tab>.
- 4 (Optional) Add a hint.
- 5 Click **OK**.

Entering a Password

When you start PartitionMagic and there is a password assigned, the **Enter Password** dialog appears.



- 1 Type the password assigned to PartitionMagic.
You can click **Hint** to display a reminder.

- 2 Click **OK**.

Changing a Password

- 1 Click **General** ► **Set Password**.

- 2 Type the old password, then press <Tab>.

- 3 Type the new password, then press <Tab>.

To remove password protection, leave the new password fields blank.

- 4 Confirm the new password, then press <Tab>.

- 5 *(Optional)* Change the hint.

- 6 Click **OK**.

Uninstalling PartitionMagic

- 1 On the Windows taskbar, click **Start** ► **Settings** ► **Control Panel**.

- 2 Double-click **Add/Remove Programs**, then select **PartitionMagic 8.0**.

- 3 Click **Add/Remove**.

PartitionMagic Basics

This chapter includes the following information:

- PartitionMagic Main Window
- Rescue Disk Main Window
- Process Overview
- Selecting a Hard Disk and Partition
- Selecting an Operation
- Undoing an Operation
- Viewing Pending Operations
- Applying Changes to Your System
- Supported File Systems
- Changing PartitionMagic Preferences
- Using International Keyboards
- Defragmenting a Hard Drive
- Getting Help

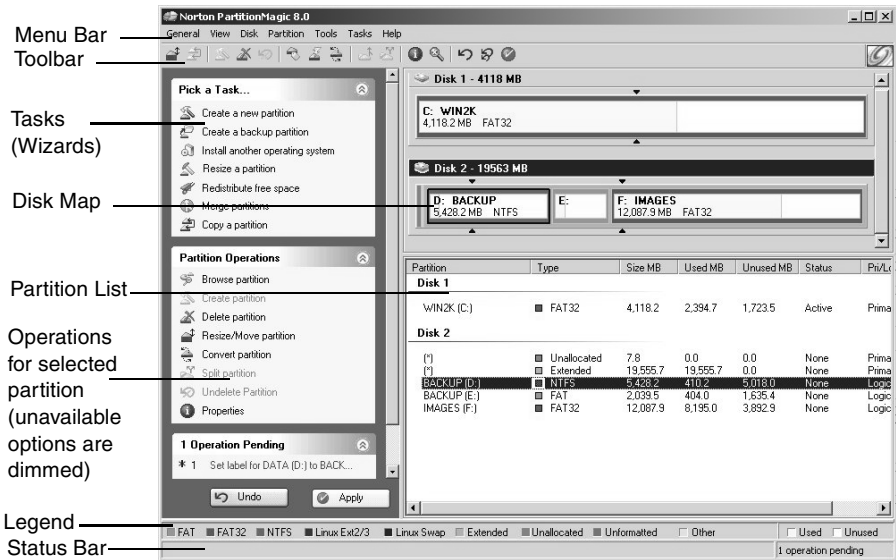
PartitionMagic Main Window

The main window includes an action panel with shortcuts for common tasks and an overview of pending operations, a map of each disk, and a list of the partitions on the selected disk.

The menu bar and a toolbar appear at the top of the window. The menu bar gives you access to all of PartitionMagic's features. The toolbar gives you quick access to commonly used options. When the pointer is over a toolbar, the status bar shows what the button does.

You can customize the main screen by clicking commands on the **View** menu.

Note that the main screen is different if you run PartitionMagic from the rescue disks. See "Rescue Disk Main Window" on page 15.



Disk Map

The disk map shows the partitions approximately to scale and also shows unallocated space (space not assigned to any partition). You can also display hard disks to scale by clicking **View > Scale Disk Map**. Each partition is represented by a different color according to the file system it uses. If the selected hard disk contains logical partitions, the logical partitions are shown within an extended partition.

Each partition is color-coded to show the file system it uses and the used and unused space within the partition. A legend is displayed just above the status bar located at the bottom of the PartitionMagic window. You can use the Legend to help you understand the different colors used in the disk map and partition list.

There are triangle indicators to mark the 2 GB boot boundary and the 8 GB boot boundary (1024 cylinder limit). The boundary markers can help you as you create, move, or resize partitions, so you will not make primary partitions unbootable by accident. For additional information about the boot boundaries, refer to “Understanding the BIOS 1024 Cylinder Limit” or “Understanding the 2 GB Boot Code Boundary” in the PartitionMagic online help located under Getting Started > Partitioning Basics.

Partition List

The partition list displays the following information about each partition: drive letter, volume label, file system type, size, amount of used and unused space in megabytes, status, and whether the partition is a primary or logical partition. If the partition does not have a volume label, “Local Disk” displays next to the drive letter.

An asterisk (*) appears in place of a drive letter for:

- Hidden partitions
- Extended partitions
- Partitions with file systems not supported by the active operating system
- Unallocated space (space not currently assigned to any partition)

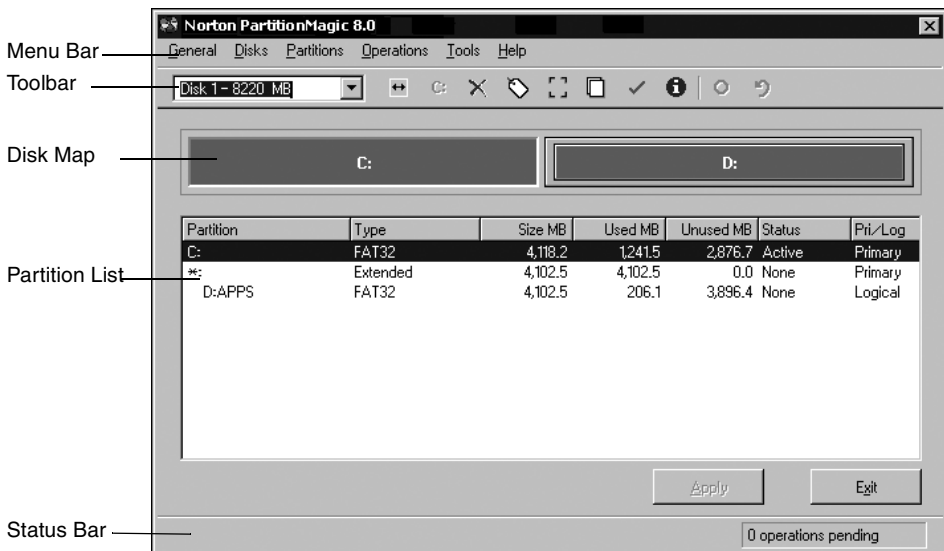
A partition’s status can be:

- **Active:** The partition the computer boots from.
- **Hidden:** Partitions that do not have a drive letter. Partitions can be hidden by the operating system (which may hide all primary partitions except the active one), or you can hide partitions with PartitionMagic. Under Windows 2000/XP Professional, hidden partitions are permitted to have a drive letter.
- **None:** Partitions that are not active or hidden.

Rescue Disk Main Window

The main screen appears different when you run from rescue disks than it does when you run PartitionMagic from Windows.

- **Menu bar** — gives you access to all of PartitionMagic’s features. Be aware that the operations available from the **Partition** menu when you run PartitionMagic under Windows are available under the **Operations** menu when you run from the rescue disks.
- **Toolbar** — gives you quick access to commonly used options and allows you to select the disk you want to operate on.
- **Partition information** — provides both a visual and text description of the partitions on the disk.
- **Status bar** — shows you how many operations are pending; also includes a brief description of the currently selected option.



Process Overview

To complete a task, follow this general process:

- 1 Select a hard disk and partition.

The steps for selecting a hard disk and partition are included in this chapter of the user guide. **You must follow these steps before you can perform any operation within PartitionMagic.**

- 2 Select an operation and enter details about the changes you want to perform.

3 Apply changes to your system. See “Applying Changes to Your System” on page 19.

You can also perform some tasks using the wizards. See “Using Wizards” on page 79.

Selecting a Hard Disk and Partition

You can select a partition without first selecting a hard disk. To select a partition, click it in the disk map or partition list on the main screen.

To select a hard disk, click the title bar on the disk map or click the disk in the partition list. There are two operations that can be performed on a hard disk: delete all the partitions or display information about the hard disk. When you select a hard disk, its partitions display in the partition list in the main window.

PartitionMagic does not support volume sets, stripe sets, stripe sets with parity, or partitions located on disk mirror/duplex sets configured using Windows NT Disk Administrator. Under Windows 2000/XP, PartitionMagic supports standard partitions located on basic disk sets only.

USB, USB2, and FireWire Support

PartitionMagic supports external USB, USB2, and FireWire (1394, IEEE) hard drives under Windows. Operations that are executed in boot mode are not supported on these devices.

You can see if an operation will be performed in boot mode by clicking **View ► Operations Pending**. If an operation displays with an asterisk (*), it will not work on a USB, USB2, or FireWire drive. If *any* of the queued operations displays with an asterisk, *all* of the queued operations will be applied in boot mode.

You may increase the chances of an operation’s being applied under Windows by closing all applications other than PartitionMagic and only working on operations on that drive (as opposed to the USB or FireWire drive *and* drive C:, for example).

Removable Media Support

PartitionMagic is not designed to work on removable media. Norton technical support does not guarantee they will be able to resolve problems you encounter when partitioning removable media.

Dynamic Disks

Windows 2000 and Windows XP use basic disks and dynamic disks. You cannot perform PartitionMagic operations on dynamic disks.

Selecting an Operation

After you have selected a disk or a partition, you can select an operation using the action panel, toolbar, context menu, or menu bar. If an operation cannot be performed on the selected partition, the item appears dimmed on the menu and in the action panel.

- Click one of the operations on the action panel or the toolbar.

When you place the pointer on a toolbar button, a pop-up window displays the button's function.

- In the disk map or partition list, right-click the partition you want to change, then click the desired operation from the context menu.
- On the menu bar, click **Partition**, then choose the desired operation. (If you are running PartitionMagic from the rescue disks, click **Operations** on the menu bar, then choose the desired operation.)

For more information about the items on the **Partition** menu, see *Chapters 3, 4, and 5* of this user guide.

Undoing an Operation

To undo or reverse the last operation performed, click **General ► Undo Last Change** on the menu bar, press <Ctrl+Z>, or click **Undo** in the action panel.

If you have performed an operation using a wizard, Undo Last Change will undo all the changes made by the wizard.

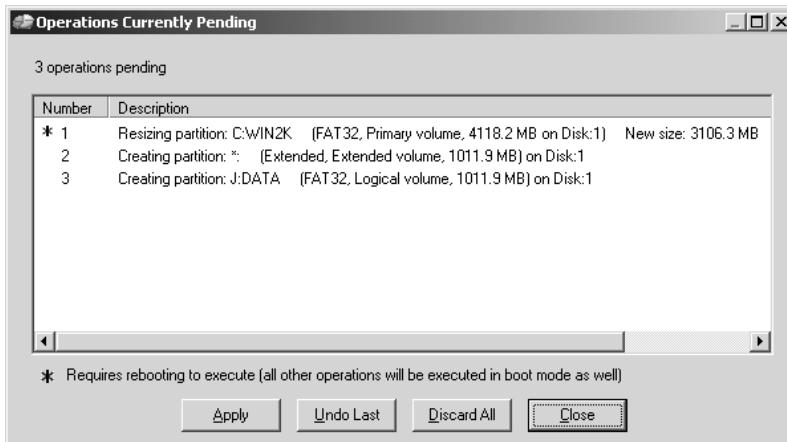
To discard all the pending operations, click **General ► Discard all Changes**, or press <Ctrl+D>.

Viewing Pending Operations

PartitionMagic queues operations until you apply them. You can view the operations that are pending at any time at the bottom of the action panel, or you can display a more detailed view.

1 Click **View** ► **Operations Pending**.

The **Operations Currently Pending** dialog appears.



If an asterisk displays to the left of an operation, the operation will be applied in boot mode rather than in Windows. If **any** operation in the list appears with an asterisk, **all** of the operations will be applied in boot mode.

From the list of pending operations, you can choose to undo the last change, discard all changes, apply all changes, or close the window.

If you are running PartitionMagic from the rescue disks, you cannot modify pending operations from this window.

Applying Changes to Your System

As you complete tasks using the **Partition** menu (or **Operations** menu if running from the rescue disks), the disk map and partition list reflect the changes you have made. However, no changes physically take place on your system until you apply them. You can perform several operations and then apply all the changes at once.

To apply changes to your system, click **General ► Apply Changes**, or click **Apply** in the action panel.

To discard the changes and start over, click **General ► Discard All Changes**. With the exception of being able to undelete some partitions, you cannot discard or undo changes after you have applied them.

Applying Changes in Windows vs. Boot Mode

When you apply changes, PartitionMagic evaluates your system to see if changes are being made to partitions where there are open files (such as when you modify the C: drive while running Windows). If there are no open files, the changes will be applied while Windows is running. If there are open files, PartitionMagic must go into boot mode to apply the changes. When prompted, click **OK** to go into boot mode. You do not need to have DOS installed on your system to apply changes in boot mode.

Supported File Systems

You can create or modify the following partition types with PartitionMagic. Before making modifications, you should ensure that both the partition type and operating system on your machine are supported by PartitionMagic.

Partition Type	Description
Extended	The extended partition gets around the arbitrary four-partition limit for a disk. An extended partition is a container in which you can further divide your disk space by creating logical partitions. An extended partition does not directly hold data. You must create logical partitions within the extended partition to store data.
Extendedx	An extendedx partition functions like an extended partition but is not limited to the first 8 GB (1024 cylinders) on a hard disk. Linux kernels below 2.2 do not support extendedx partitions.
FAT	Uses file allocation table (FAT) and clusters. The FAT file system is used by DOS, Windows 3.x, and most Windows 95 installations. A FAT partition is also accessible by all newer operating systems.
FAT16x	FAT16x is a proprietary file system developed by Microsoft to enable FAT partitions beyond 1024 cylinders (~8GB).

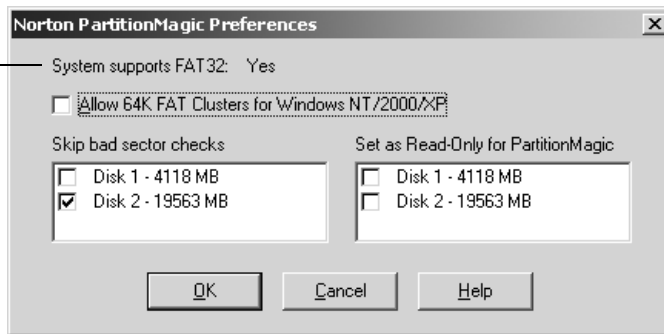
Partition Type	Description
FAT32	FAT32 is an enhancement of the FAT file system. It uses 32-bit file allocation table entries, rather than the 16-bit entries used by the FAT system, so FAT32 supports larger disk or partition sizes (up to 2 terabytes). The minimum size for a FAT32 partition is 256 MB. DOS, Windows 3.x, Windows NT 3.51/4.0, and early versions of Windows 95 (before version 4.00.950B) do not recognize FAT32 and cannot read files on a FAT32 partition.
FAT32x	FAT32x is a proprietary file system developed by Microsoft to enable FAT32 partitions beyond 1024 cylinders (~8GB). Windows 95 OSR2 and later versions of Windows may use FAT32x partitions.
Linux Ext2 and Ext3	The Linux Ext2 and Ext3 file systems are only accessible by Linux, a freeware version of UNIX. The Linux Ext2 file system supports a maximum partition size of 4 terabytes.
Linux Swap	Holds a Linux swap file. The maximum usable size of a Linux swap file is 128 MB. (This limitation, however, does not apply if you are using a Linux Kernel that is version 2.2.x or later.) The default size shown when you create a Linux swap partition may be slightly larger because of the physical geometry on the hard disk.
NTFS	The New Technology File System (NTFS) is accessible by Windows NT, Windows 2000, and Windows XP. NTFS is not recommended for use on disks less than 400 MB because it uses a great deal of space for system structures.
Unformatted	Unformatted partitions reserve a portion of the disk but are not assigned a file structure.
Unallocated space	Unallocated space is the portion of a hard disk that is not currently assigned to any partition.

Changing PartitionMagic Preferences

- 1 In the main window, click **General** ► **Preferences**.

A check mark next to a preference indicates it is enabled.

Indicates whether the current operating system supports FAT32 partitions.



2 Click check boxes to enable or disable preferences, then click **OK**.

Allow 64K FAT Clusters for Windows NT/Windows 2000/XP

This preference lets you create FAT partitions with 64 KB clusters, which allows you to use PartitionMagic to create FAT partitions up to 4 GB.

IMPORTANT! Because DOS and Windows 3.x/95/98/Me do not support cluster sizes larger than 32K, you cannot access a 64K partition using these operating systems. You should only use 64K partitions with Windows NT/2000/XP. If you are using multiple operating systems, Norton recommends not using 64K clusters.

When enabled, the 64K cluster size is available in the **Resize/Move Partition** and **Resize Clusters** dialogs.

Skip Bad Sector Checks

When PartitionMagic modifies partitions, it performs extensive testing to detect bad sectors on your hard disk. Newer disk types (such as Enhanced IDE and SCSI) often handle bad sectors internally, making such testing superfluous. For this reason, PartitionMagic lets you bypass these tests with **Skip Bad Sector Checks**. When this preference is enabled, the **Resize/Move**, **Create**, **Copy**, and **Format** operations run faster.

WARNING! If you skip bad sector checks and your hard disk has bad sectors, data loss can result.

Bad sector checking is on by default. PartitionMagic lets you set this preference individually for each of your hard disks. If your system has an older disk and a newer one, you could check the older disk and skip the newer one. A check mark next to a disk means to skip bad sector checking for that disk.

Set as Read-Only for PartitionMagic

This preference lets you prevent PartitionMagic from making any changes to a hard disk. You can set this preference individually for each of your hard disks.

There are some exceptions to how this preference is applied:

- If the disk contains the boot partition, some files may be changed, such as the Windows NT boot initialization (BOOT.INI) file.
- If you tell PartitionMagic to run DriveMapper automatically, certain files, such as initialization files and shortcut files, may be changed.

Using International Keyboards

When you use the DOS version of PartitionMagic (see “Running PartitionMagic from Rescue Disks” on page 8), you may lose the ability to use your keyboard the way you are accustomed to or to view extended characters properly. The PartitionMagic rescue disks include the files you need to resolve these problems.

If you use an international keyboard or character set, you must edit the AUTOEXE2.BAT and CONFIG.SYS files on the rescue disks.

- 1** The following lines are remarked in the AUTOEXE2.BAT file. Delete the REM from the beginning of the line, and replace the variables *xx* and *yyy* with the keyboard code and character set code page for your language.

```
MODE CON CP PREP= ( ( yyy ) EGA . CPI )  
MODE CON CP SEL=yyy  
KEYB xx , yyy
```

xx = two-letter keyboard code (for example, US or FR)

yyy = character set code page (for example, 437)

- 2** Save the AUTOEXE2.BAT file.
- 3** The following line is remarked in the CONFIG.SYS file. Delete the REM from the beginning of the line, and replace the variable *yyy* with the character set code page for your language.

```
DEVICE=DISPLAY.SYS CON=(EGA,YYY,)
```

4 Save the CONFIG.SYS file.

5 Reboot from the first rescue disk.

Defragmenting a Hard Drive

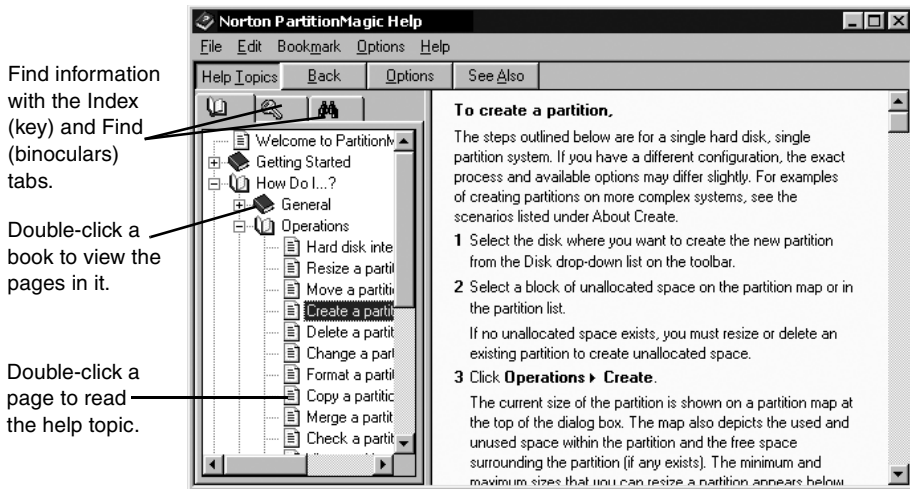
Defragmenting your hard drive will optimize the storage of data by organizing your files in a contiguous order. You can run Windows Defragmenter within PartitionMagic for Windows. Right-click a partition in the disk map, then select **Windows Defragmenter** from the menu. PartitionMagic will lock and Windows Defragmenter will run. When the disk is defragmented, Windows Defragmenter will close, and PartitionMagic will unlock so you can continue running it.

Getting Help

PartitionMagic Help provides in-depth information on features as well as step-by-step instructions for specific tasks.

To access Help, click **Help > Contents** on the menu bar in the PartitionMagic main window.

The Norton PartitionMagic Help is organized into books and pages.



Each book focuses on a different aspect of PartitionMagic, so you can quickly locate the information you need. When you double-click a topic, the information displays in the right window.

You can click the key tab to search for a topic using keywords.

Context-Sensitive Help

Click **Help** in the lower right corner of a dialog or press <F1> to display context-sensitive help for the dialog. Clicking **Hints** in a wizard dialog displays helpful information about the task the wizard is performing.

README File

The README.TXT file includes information that changed since this guide was written, corrections to the manual or help system, and information specific to installation or configuration issues.

Product Demonstrations

The Norton web site includes multimedia tutorials that visually step you through the most common PartitionMagic tasks. To view the instructional videos, go to <http://service.symantec.com> and click **Instructions & Videos**.

Managing Partitions

This chapter includes the following information:

- Integrity Checks
- Browsing Partitions
- Resizing and Moving Partitions
- Creating Partitions
- Deleting Partitions
- Undeleting Partitions
- Changing Partition Labels
- Formatting Partitions
- Copying Partitions
- Checking Partitions for Errors
- Merging Partitions
- Splitting Partitions
- Getting Information About Partitions
- Scanning a Disk for Errors
- Defragmenting Drives

Integrity Checks

PartitionMagic checks disk integrity with a sophisticated system of analysis and validation that operates behind the scenes every time you start the program or complete an operation. An initial integrity check scans your disk and reports any partition problems that may prevent PartitionMagic from operating properly. This integrity check acts as an early warning system that informs you of your disk's status and assures that the disk's structure is thoroughly analyzed and verified before you alter it.

If your physical disk passes the initial integrity check, you can select the disk's partitions and use PartitionMagic features; otherwise, an error message appears instead of the partition list. This indicates a problem with your disk, not with PartitionMagic (because no disk modification operations have been initiated). If PartitionMagic finds errors that it can fix automatically, you will be prompted. It is safe to allow PartitionMagic to fix errors. Correct the disk problem, and then restart PartitionMagic. For additional information, see "Resolving Partition Table Errors" on page 114.

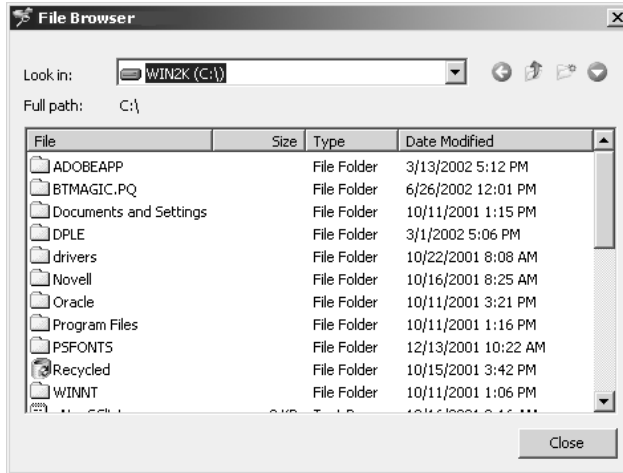
In addition to the integrity check at startup time, PartitionMagic performs two integrity checks during any operation. The first check tests the integrity of the file system in the partition before an operation begins (similar to CheckDisk or ScanDisk), and the second check validates your disk's data after an operation is completed. From start to finish, PartitionMagic examines your disk and informs you immediately if it detects any irregularities.

Browsing Partitions

You can browse the contents of any hidden or visible partition that is formatted with a file system PartitionMagic supports. (See "Supported File Systems" on page 20.) Sometimes it is helpful to see what is in a partition before you modify it. The Norton File Browser also enables you to modify files and folders.

- 1 Select the partition you want to browse.

2 Click Partition ► Browse.



3 Right-click to copy, move, rename, or delete files, and create, copy, move, or delete folders as you wish.

4 Click **Close** to exit the File Browser and return to PartitionMagic.

The PartitionMagic main screen will be refreshed to reflect any changes you made. This operation may take a little while.

Resizing and Moving Partitions

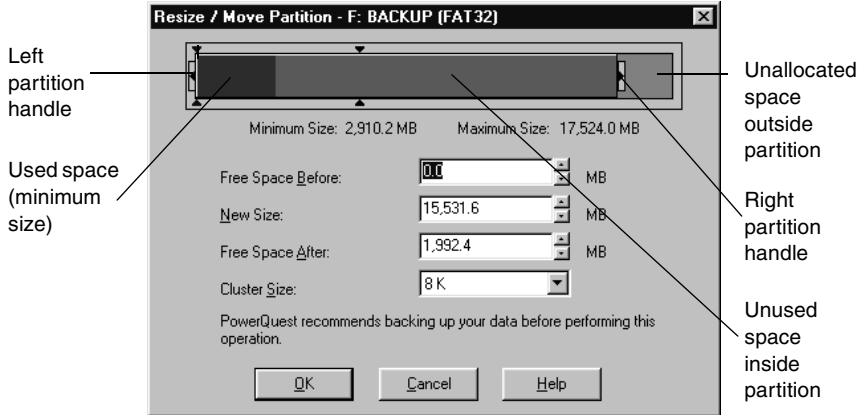
You can change the size of a partition and/or move it to another location on a hard disk.

1 Select the partition you want to resize/move.

You cannot move Windows NT volume or stripe sets with parity created by Disk Administrator.

2 Click **Partition ► Resize/Move**.

The **Resize/Move Partition** dialog appears.




The current size of the partition is shown on a disk map at the top of the dialog. The map also depicts the used and unused space within the partition and the unallocated space surrounding the partition (if any exists). The minimum and maximum sizes to which you can resize the partition appear below the map.

3 Choose whether to resize or move the partition.

To do this:	Do this:
-------------	----------

Move

1 Place the pointer on the partition.

The pointer changes to .

2 Drag the partition to the desired location.


There must be unallocated space adjacent to the partition to move it. If there is none, and the partition contains unused space, make the partition smaller and then move the partition.

You cannot move unknown partitions, partitions failing the Check for Errors operation (see “Checking Partitions for Errors” on page 50 for more information), or unallocated space.

To do this: **Do this:**

Move
(continued) Your Windows NT 4.0 system (SP 6 or higher) partition cannot start past 4 GB, or Windows NT will not be bootable.

IMPORTANT! Exercise caution when moving a bootable partition. Operating systems can become unbootable if moved beyond certain boundaries. For more information, see “Creating Bootable Partitions” on page 38.

Resize **1** Place the pointer on the left or right partition handle.
The pointer changes to .

2 Drag the handle until the desired partition size is reached.

You can also resize the partition by typing new values in the **Free Space Before**, **New Size**, and **Free Space After** boxes or by clicking the arrows next to the boxes. The values you enter may change slightly to values supported by the drive’s geometry. The arrow buttons resize the partition by the minimum increment, allowing you to make very fine adjustments. Changes are reflected in the disk map.

To make a partition smaller, unused space must exist within the partition. To enlarge a partition, there must be unallocated space adjacent to it. For additional information about resizing partitions, refer to “Notes about Resizing Partitions” below.

IMPORTANT! (*Windows NT only*) Resizing your NTFS system partition over 7.8 GB may render your workstation unbootable. If you resize an NTFS system partition over this limit by accident, you can recover your system by using the PartitionMagic rescue disks to resize the NTFS system partition below 7.8 GB.

If you know your disk has no bad sectors, **Skip bad sector checks** in **Preferences** to make resize and move operations faster.

PartitionMagic changes the **Free Space Before**, **New Size**, and **Free Space After** values to show how the partition size is affected.

- 4** (Optional) Click the **Cluster Size** drop-down list and select a new size or use the recommend cluster size that is already selected.

This option is only available for FAT and FAT32 partitions. For more information, see “Resizing Clusters” on page 66. You can resize NTFS clusters by clicking **Partition ► Advanced ► Resize Clusters**.

- 5** Click **OK**.

Notes about Resizing Partitions

When you resize a partition, data is consolidated, not compressed. To make a partition smaller, unused space must exist within the partition. To enlarge a partition, there must be adjacent unallocated space. If there is unallocated space on the disk, but it is not adjacent to the partition you want to enlarge, adjust the location of the space by moving other partitions. You can resize/move a partition to create space before it even if there is used space shown at the beginning of the partition. For example, if you are shrinking a D: partition so you can enlarge a C: partition, you can just drag the left handle of the D: drive to create unallocated space next to the C: drive, then drag the right handle of the C: drive to use that space.

IMPORTANT! Exercise caution when resizing partitions smaller, especially a partition containing an operating system. Leave at least 50 MB more space in the partition than the operating system requires. Swap files, drivers, and other files may require the extra space. Additionally, operating systems can become unbootable if moved beyond certain boundaries. For more information, see “Creating Bootable Partitions” on page 38.

Resizing FAT and FAT32 partitions smaller may reduce the amount of wasted space on a hard disk. When you resize a FAT or FAT32 partition, PartitionMagic automatically resizes the clusters to their optimal size for the partition. For more information, see “Resizing Clusters” on page 66.

You should be aware of the following limitations when resizing partitions:

- You cannot make a partition smaller unless it contains unused space. You can only reduce a partition to the used size shown in the disk map plus a small buffer area. During a Resize/Move operation, data is consolidated to the front of the partition as needed, but no data compression takes place. Because of the way a FAT partition is structured, you can often resize a partition a second time and make it even smaller or larger than the first time you resized it.
- In certain instances, you cannot make a FAT partition larger when the partition contains no unused space. If you have a full partition and plenty of unallocated space

adjacent to it, yet are not able to enlarge your partition, you may have to delete some files in the partition so that PartitionMagic has room to work. You may be able to slightly enlarge the partition (1 MB or less) and then enlarge the partition a second time to provide the necessary buffer area for PartitionMagic. To see how much space is needed in a partition to resize past a cluster boundary, see the table in “Freeing Disk Space Before Enlarging a FAT Partition” in Help under Getting Started > Partitioning Basics.

- It is difficult to calculate in advance the minimum size to which an NTFS partition may be resized. If PartitionMagic runs out of space when you are resizing or moving an NTFS partition, PartitionMagic returns an error without completing the operation. The integrity of the NTFS partition and data is never compromised.
- A FAT partition has a 2 GB (2047 MB) size limit; however, a FAT partition under Windows NT (service pack 4 or higher) or Windows 2000/XP can be sized up to 4 GB and have a 64 KB cluster size.
- Under Windows 2000 and Windows XP, you can enlarge an NTFS partition (even the system partition) without rebooting.

Scenario: Resizing a Logical Partition Larger

This scenario outlines the procedure for adding space to a logical partition. You can also use the Resize Partitions wizard to perform the same operations.

Sample Configuration

One 1 GB hard disk containing:

- One active primary FAT32 partition (C:) running Windows 2000
- One extended partition enclosing one logical NTFS partition (D:)



Objective

Resize drive C: smaller and add the newly created free space to drive D:.



Procedure

- 1 Resize drive C: smaller by the amount you want to add to drive D:
Resize C: so that the unallocated space is on the right.
- 2 Enlarge drive D: to occupy the unallocated space just created.
The extended partition is automatically enlarged to accommodate drive D:.
- 3 Apply the changes to your system.

Result

Drive D: has room for additional files.

Creating Partitions

The Create operation lets you create primary partitions, extended partitions, and logical partitions.

If you have multiple hard disks and partitions, the process and available options may differ slightly from the following steps. For examples of creating partitions on more complex systems, see the scenarios that begin on page 40 of this user guide.

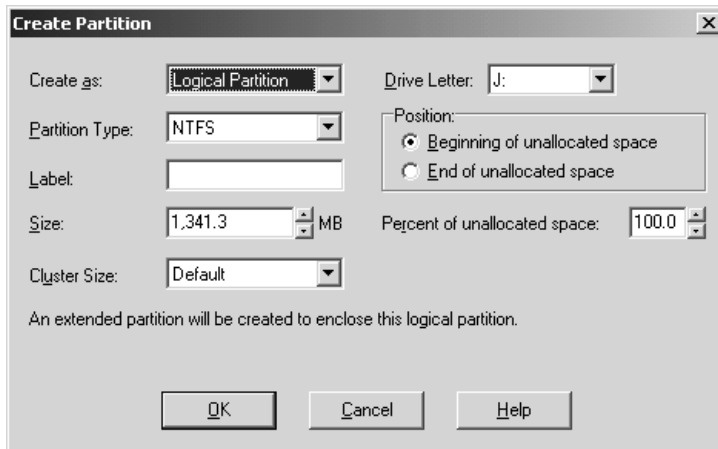
- 1 Select a block of unallocated space.

If no unallocated space exists, you must resize or delete an existing partition to create unallocated space. For instructions on resizing and deleting partitions, see “Resizing and Moving Partitions” on page 29 and “Deleting Partitions” on page 44.

On a single hard disk, you can have up to four primary partitions or three primary partitions and one extended partition. Within an extended partition, you can create unlimited additional subdivisions called logical partitions.

- 2 Click **Partition** ► **Create**.

The **Create Partition** dialog appears.



3 From the **Create as** drop-down list, select **Logical Partition** or **Primary Partition**.

As a general rule, you should create primary partitions to install operating systems and logical partitions for all other purposes (such as storing data and applications). However, you can install Windows NT, Windows 2000, or Windows XP to a logical partition as long as their boot files are in a primary partition. See “Creating Bootable Partitions” on page 38.

If you have multiple hard disks, you can improve speed by installing operating systems and applications on separate disks. If you do not know what type of partition you want to create, see “Understanding Partitions” in Help.

You should create a primary partition if you plan to install an operating system. Refer to “Creating Bootable Partitions” on page 38 and “Installing a New Operating System” on page 39 for additional information.

If you select **Logical Partition**, PartitionMagic automatically creates an extended partition to enclose the logical partition, or, if you already have an extended partition, resizes the extended partition larger to encompass the logical partition. (The free space must be inside of or adjacent to the extended partition.)

If **Logical Partition** is unavailable, you may already have four primary partitions on the hard disk. Or, if you have an extended partition, you may not have selected a block of free space inside of or adjacent to the extended partition.

If you create a second, third, or fourth primary partition on a physical disk, PartitionMagic will create the new primary partition as unhidden. However, PartitionMagic will automatically hide the other primary partitions on that disk when performing a Set Active operation.

- 4** From the **Partition Type** drop-down list, select the desired file system type or accept the default.

FAT is the most universal file system type. It is used by DOS and all versions of Windows.

FAT32 is used by Windows 95 OEM Service Release 2, Windows 98, Windows Me, Windows 2000, Windows XP.

NTFS is used by Windows NT, Windows 2000, Windows XP. If you create an NTFS partition under Windows 9x, it will be created with NTFS version 3.0, which is not compatible with Windows NT 4.0. To create an NTFS version 1.2 partition that will work with Windows NT 4.0, run PartitionMagic under Windows NT 4.0 and create the partition.

Linux Ext2, **Linux Ext3**, and **Linux Swap** are used by Linux.

Extended creates an extended partition which can contain any number of logical partitions. **Extended** is not an option if the hard disk already contains an extended partition or four primary partitions.

Unformatted creates an unformatted partition on your hard drive.

- 5** (*Optional*) Enter a label for the new partition.

Labels can be up to 32 alphanumeric characters for NTFS partitions, 16 alphanumeric characters for Linux, and 11 alphanumeric characters for other file system types.

- 6** In the **Size** box, enter the desired size for the partition. Or, in the **percent of unallocated space** box, enter the desired percent of unallocated space for the partition.

PartitionMagic automatically calculates a recommended size (based on the most efficient use of disk space), which you can accept or change.

If you are creating a Windows NT 4.0 (SP 4 or higher) system partition, it cannot be larger than 7.8 GB, and it must be fully contained within the first 7.8 GB of the hard disk.

- 7** If the size you specified for the new partition is smaller than the available unallocated space, you can position the partition at the beginning (recommended) or end of the unallocated space. In the **Position** box, click **Beginning of free space** or **End of free space**.
- 8** In the **Cluster size** drop-down list, choose a cluster size for the partition or accept the default cluster size.
- 9** In the **Drive Letter** box, note the drive letter that will be assigned to the new partition after you reboot, or (for NT-based operating systems) select the drive letter you want.
- 10** Click **OK**.

If you created a new primary partition and plan to install an operating system on it, refer to “Installing a New Operating System” on page 39 for additional information.

WARNING! Because of conflicts that can result from different hardware and system configurations, do not create an applications or operating system partition on one computer and then move that hard disk to another computer. Data loss may occur.

Managing Drive Letter Changes

Creating a new partition may cause your drive letters to change. For example, if you have one primary partition (C:) on your hard drive and a CD-ROM drive (D:), and you create a new logical partition on your hard drive, the new partition becomes D: and the CD-ROM drive changes to E: after you reboot your computer. As a result, any programs on your hard drive that were linked to the CD-ROM no longer function because the paths to files have changed.

Norton recommends that you allow DriveMapper to automatically update the drive letter references in application shortcuts, initialization files, and registry entries when prompted to do so. However, you can update drive letter references manually. See “Changing Drive Letter References with DriveMapper” on page 84.

While you can use DriveMapper to update references to files, for least impact, consider creating all new partitions on the highest disk (for example, disk 3 in a three-disk system) and to the right of existing partitions.

Creating Bootable Partitions

Before creating a partition where you plan to install an operating system (a bootable partition), you should understand the following information.

Operating System	Boots from	Supported Partition Types	Boot Code Boundary	Space Required
DOS 6.22 and earlier	Primary	FAT	2 GB	8 MB
Windows 95a	Primary	FAT	2 GB	90 MB
Windows 95b	Primary	FAT or FAT32	8 GB	90 MB
Windows 98	Primary	FAT or FAT32	8 GB	175 MB
Windows 98SE	Primary	FAT or FAT32	8 GB**	190 MB
Windows Me	Primary	FAT or FAT32	8 GB**	300 MB
Windows NT	Primary*	FAT or NTFS 1.2	2 GB	120 MB
Windows 2000	Primary*	FAT, FAT32, or NTFS 3.0	8 GB**	650 MB
Windows XP	Primary*	FAT, FAT32, or NTFS 3.1***	8 GB**	>1 GB
Linux (LILO†)	Either	Linux Ext2, Linux Ext3‡, and Linux Swap	8 GB	>250 MB

* Windows NT/2000/XP must boot from a primary partition on the first drive. However, only a few files must reside on that partition; the remaining files can reside on a logical partition, which can be located on the first or a subsequent drive. The Windows NT/2000/XP boot partition can be shared with another operating system.

** Having an LBA-compatible (Logical Block Addressing) MBR (Master Boot Record) will make the boot code boundary null with Windows 98SE/Me/2000/XP.

*** Windows XP automatically promotes NTFS partitions to version 3.1.

† If you install LILO to a logical partition, it must be the first logical partition in the extended partition.

‡ Linux also supports the partition types FAT, FAT32, and NTFS (read-only) if Linux is installed to a Linux Ext2/Ext3 partition.

IMPORTANT! When you create, move, or resize a bootable partition, the partition must begin below the boot code boundary specified in the above table for the operating system to boot. With the exception of DOS 6.22 (or earlier), partitions beyond 8 GB are visible to the current operating system. For more information, see “Understanding the BIOS 1,024 Cylinder (8 GB) Limit” and “Understanding the 2 GB Boot Code Boundary” in Help. The disk map in the PartitionMagic main window displays indicators for the 2 GB boot boundary and the 1024 cylinder limit.

PartitionMagic displays a warning if you attempt to create, move, or resize a bootable partition outside of the 2 GB boot code boundary. If you continue with the operation, under some operating systems you may not be able to boot or see the partition. In either case, you can resolve the problem by moving the partition back within the boot code boundary with the PartitionMagic rescue disks.

If your system includes SCSI disks and you create a partition before a bootable Linux partition, Linux may no longer be bootable. In this situation, you may need to create Linux rescue disks, boot from the rescue disks, and repair the Linux boot information on the Linux partition.

Some I/O cards (typically older RAID cards) only provide access to the first 8 GB of a disk under DOS. Consequently, if you resize the operating system partition beyond 8 GB and it becomes unbootable, the PartitionMagic rescue disks may not allow you to manipulate partitions on that drive. You should be cautious about resizing any operating system partition beyond 8 GB.

Installing a New Operating System

If you install multiple operating systems, you must follow the steps below for each of them.

- 1** Disable BootMagic if you have it installed. See “Disabling BootMagic” on page 99.
- 2** Create PartitionMagic rescue disks.
See “Creating Rescue Disks” on page 5.
- 3** Make a new partition and set it active (if you are installing Linux to a primary partition [Linux Ext2/Ext3], then it is necessary to set the partition active; however, it is not necessary to set the partition active if you are installing Linux to the first logical partition on the hard disk.)

See “Setting an Active Partition” on page 65.

Most operating systems must be installed on primary partitions. See “Creating Bootable Partitions” on page 38 for exceptions.

If you are not certain that the partition where you want to install the operating system will support an operating system, you should create a new operating system partition using the wizard. See “Install Another Operating System Wizard” on page 81.

4 Close all programs and reboot the computer using an operating system installation diskette.

5 Install the operating system.

Norton technical support does not help install operating systems. See your operating system documentation for details.

6 If you have already installed BootMagic, use the PartitionMagic rescue disks to set the partition active where BootMagic is installed.

If you have not installed BootMagic, use the PartitionMagic rescue disks to set the operating system partition active for where you want BootMagic installed. Then install BootMagic.

7 (*If applicable*) With BootMagic installed, add the operating system to your BootMagic configuration so that you can select the operating system you want to boot.

For more information about BootMagic, see “BootMagic” on page 89.

8 Reboot the computer.

Scenario 1: Creating a Primary Partition for Windows NT

Sample System Configuration

One 4 GB hard disk with one active primary FAT32 partition (C:) running Windows 98.



Objective

Resize drive C: smaller. In the unallocated space created, create a primary FAT partition where Windows NT can be installed.



Procedure

- 1 Resize drive C: smaller by 1.5 GB. For more information, see “Resizing and Moving Partitions” on page 29.

The partition where you want to install Windows NT must begin in the first 2 GB of the disk, or Windows NT will not be bootable. You may need to move your existing partition to the end of the disk, then create the Windows NT partition at the beginning of the disk.

- 2 Create a primary partition in the unallocated space using the following information:

Partition Type: Select **FAT**. Do not select FAT32 unless you are using Windows 2000 or later. Earlier versions do not recognize FAT32 partitions.

Label: Type one, if desired.

Size: Type 1500.

IMPORTANT! Before performing the next step, make sure you have the Windows NT installation CD and disks; otherwise, you will not be able to boot your computer.

- 3 Set the new partition active. For more information, see “Setting an Active Partition” on page 65.
- 4 Apply the changes to your system.

IMPORTANT! Before installing Windows NT, make sure that all partitions start before the 4 GB mark and end prior to cylinder 1024 (8 GB). Otherwise, Windows NT will not install and will report that all the partitions are corrupted. If you cannot resize and move all partitions, you must obtain updated drivers from Microsoft (see article ID: Q197667 on the Microsoft web site).

- 5 Reboot the computer using the first Windows NT installation diskette.
- 6 Complete the Windows NT installation.
Norton technical support does not help install operating systems. See your operating system documentation for details.
- 7 Add Windows NT to your BootMagic configuration so that each time you start or restart your computer, you can select the operating system you want to boot. For more information, see “BootMagic” on page 89.

Result

When the computer restarts, BootMagic presents a list of the available operating systems, in this case, Windows 98 and Windows NT. Select the operating system you want to boot.

Scenario 2: Creating a Logical Partition on a Secondary Hard Disk

Sample System Configuration

Disk 1 — One 4 GB disk containing:

- One active primary FAT32 partition (C:) running Windows 98.
- One extended partition enclosing one logical FAT partition (E:).



Disk 2 — One 4 GB hard disk containing:

- One FAT32 primary partition (D:).
- Unallocated space.



One CD-ROM drive (F:).

Objective

Create a logical FAT partition on Disk 2.



Procedure

- 1** Select Disk 2.
- 2** Create a logical partition in the unallocated space using the following information:
 - Partition Type:** Select **FAT**.
 - Label:** Type one, if desired.
 - Size:** Accept the precalculated size.

Create As: Choose **Logical**.

The partition will be assigned drive F: after reboot. Additionally, an extended partition will automatically be created to enclose the logical partition.

3 Apply the changes to your system.

Result

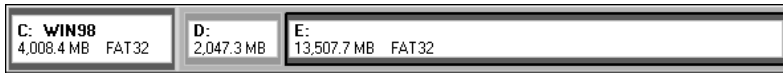
After the computer reboots, the new logical partition is drive F: and the CD-ROM is drive G:.

Scenario 3: Creating Linux Logical Partitions

Sample System Configuration

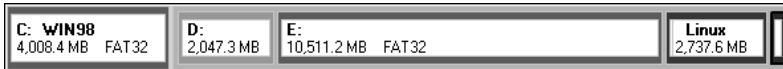
One 20GB hard disk containing:

- One active primary FAT32 partition (C:) running Windows 98.
- One extended partition enclosing one logical FAT partition (D:) and one logical FAT32 partition (E:).



Objective

Resize drive E: smaller. In the unallocated space created, create one logical Linux Ext2 partition and one logical Linux Swap partition.



Procedure

1 Resize drive E: smaller. For more information, see “Resizing and Moving Partitions” on page 29.

2 Create a logical partition in the unallocated space using the following information:

Partition Type: Select **Linux Ext2**.

Label: Type one, if desired.

Size: Type 2500.

3 Create a second logical partition in the unallocated space using the following information:

Partition Type: Select **Linux Swap**.

Size: Type 256. (The swap partition is typically twice the amount of RAM.)

4 Apply the changes to your system.

5 Reboot the computer using your Linux installation diskette.

6 Complete the Linux installation.

You do not need to change the active partition to install Linux.

Norton technical support does not help install operating systems. See your operating system documentation for details.

WARNING! If you are using a boot utility like BootMagic, LILO (Linux Loader) must be installed to the Linux Ext2 partition containing the root directory and not installed to the master boot record. If you install LILO to the master boot record, other operating systems may become unbootable.

7 (*Optional*) Add Linux to your BootMagic configuration so that each time you start or restart your computer, you can select the operating system you want to boot. For more information about BootMagic, see “BootMagic” on page 89.

Result

When the computer restarts, BootMagic presents a list of the available operating systems, in this case, Windows 98 and Linux. Select the operating system you want to boot.

Deleting Partitions

The Delete operation deletes a partition, making its data inaccessible. The Delete and Secure Erase operation destroys the data in a selected partition by overwriting the data. If you use secure erase to destroy a partition, it cannot be undeleted. (The Secure Erase feature does not meet Department of Defense or NSA requirements.)

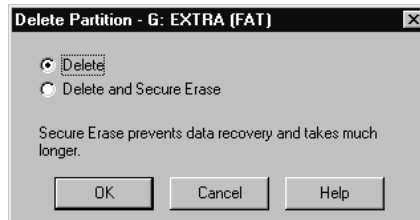
1 Select the partition you want to delete.

To delete an extended partition, you must first delete all logical partitions within the extended partition. You cannot securely erase unallocated space.

Do not delete a partition where BootMagic is installed unless you uninstall BootMagic first.

2 Click Partition ► Delete.

The **Delete Partition** dialog appears.



3 Click Delete or Delete and Secure Erase.

4 Click OK.

Deleting a partition can make your drive letters change, causing applications not to run because application shortcuts, initialization files, and registry entries refer to incorrect drives.

If your system includes SCSI disks and you delete a partition before a bootable Linux partition, Linux may no longer be bootable. In this situation, you may need to create Linux rescue disks, boot from the rescue disks, and repair the Linux boot information on the Linux partition.

Undeleting Partitions

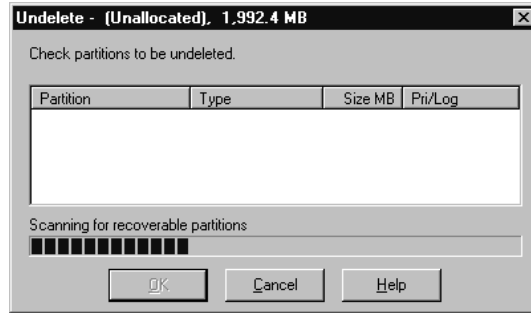
The Undelete operation restores partitions that have been deleted on disk. You can undelete FAT, FAT32, NTFS, and Linux partitions. Undelete works best when you use it to restore a partition that you just deleted by accident. If you are undeleting partitions after you have made other changes (written data to them, resized existing partitions, etc.), see “Restrictions on Undeleting Partitions” on page 46.

1 Select the unallocated space to be searched.

2 Click Partition ► Undelete.

IMPORTANT! You can undelete a partition only if no other operations are pending on the unallocated space selected. If any operations are pending, the Undelete icon and menu option will be dimmed (inaccessible).

The **Undelete** dialog appears, and the selected unallocated space is searched.



All primary and logical partitions that can be undeleted are displayed in the scrollable list. If no partitions are found within the unallocated space or none can be undeleted, a message appears indicating no partitions can be undeleted.

3 Within the scrollable list, click the checkbox of the partition you wish to undelete.

While it is possible to undelete more than one partition at once, Norton recommends that you undelete partitions one at a time, beginning with the one that you want most. Doing so helps ensure the integrity of the data within the partition.

4 Click **OK**.

Restrictions on Undeleting Partitions

There are some situations in which a partition that has been deleted cannot be undeleted and will not be displayed in the scrollable list. They include the following:

- You cannot undelete a primary partition if your hard disk contains four primary partitions.
- You cannot undelete a logical partition that was deleted and now is not within the extended partition.
- You cannot undelete a primary partition that was deleted and now is within the extended partition.
- The partition includes file system errors. If PartitionMagic finds a partition, it checks for errors before undeleting it. If the partition has errors, it cannot be undeleted.
- You cannot undelete a partition that has been completely or partially overwritten by another partition or file system. Because of this limitation, if you see two partitions in the **Undelete** dialog and undelete one of them, the other may no longer appear in the list.

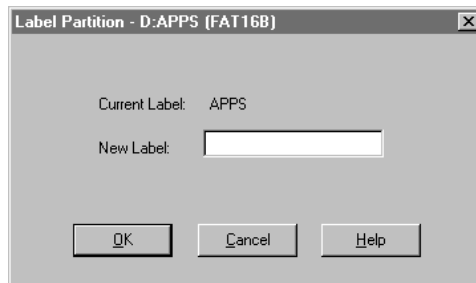
- If two deleted partitions claim some of the same disk space, Norton cannot guarantee the integrity of the data in those partitions when they are undeleted. For example, suppose you had two partitions, a 500 MB E: and a 500 MB F: and you deleted F: and resized E: to claim all the space (1 GB). Then you saved data to E:. Later, you deleted E:. Now you want to undelete partitions, and you can see both E: and F: in the **Undelete** dialog. If you restore E:, it is fine and F: is no longer displayed in the dialog (because its space has been claimed). However, if you restore F: instead of E:, you may get some of the data that you had saved to E:. Undeleting F: could make your computer unbootable or cause applications not to run.

Changing Partition Labels

The Label operation lets you change a partition's label. Meaningful names make partition management easier.

- 1 Select the partition with the label you want to change.
- 2 Click **Partition > Label**.

The **Label Partition** dialog appears.



- 3 In the **New Label** box, type the new label.

NTFS volume labels can contain up to 32 alphanumeric characters. Linux Ext2 or Ext3 labels can be up to 16 characters. FAT/FAT32 volume labels can contain up to 11 alphanumeric characters and cannot contain the following characters: * ? [] < > | + = : ; , . \ / ”.

- 4 Click **OK**.

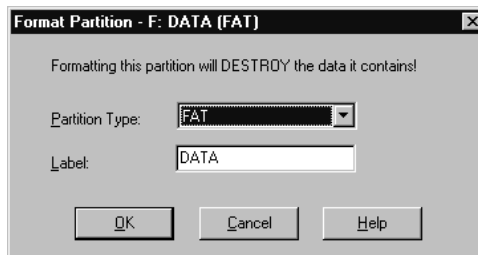
Formatting Partitions

The Format operation formats a partition, destroying all its data in the process. Formatting enables you to put a different file system on a partition.

PartitionMagic has several conversion options that let you convert from one file system to another without destroying existing files in a partition. See “Converting Partitions” on page 69.

- 1 Select the partition you want to format.
- 2 Click **Partition** ► **Format**.

The **Format Partition** dialog appears.



- 3 From the **Partition Type** drop-down list, select the desired file system type.
If the partition is too small or too large, some partition types may not be available.
- 4 (Optional) Type a label for the partition.
- 5 Click **OK**.

Copying Partitions

The Copy operation lets you to make an exact duplicate of a partition. To copy a partition, you must have unallocated space that is equal to or larger than the partition you are copying.

Reasons why you might want to copy a partition include:

- To duplicate your operating system before upgrading to a new version or a different operating system (so that you can remember how the old operating system’s windows, program icons, and properties were set up or so you can recover the original partition if the upgrade fails or is unsatisfactory).

- To quickly move a smaller hard disk's contents to a larger, new hard disk.
- To change the relative order of partitions.
- To back up a partition.

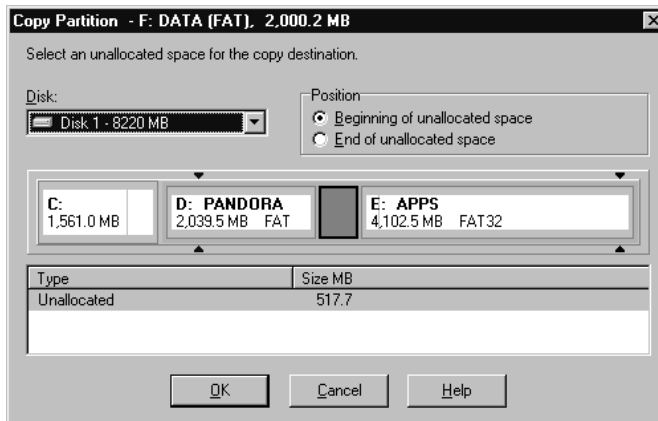
1 Select the partition you want to copy.

The **Copy** command is dimmed if there is not enough unallocated space on your disks for the partition.

You cannot use PartitionMagic to copy Windows NT stripe sets, stripe sets with parity, or duplex/mirrored sets.

2 Click **Partition** ► **Copy**.

The **Copy Partition** dialog appears.



- 3** From the **Disk** drop-down list, select the disk where you want to copy the partition.
- 4** In the partition list, select the unallocated space where you want to copy the partition.
- 5** If the partition you specified is smaller than the available unallocated space, you can position the partition at the beginning (recommended) or end of the unallocated space. Under **Position**, click **Beginning of free space** or **End of free space**.

If you are copying a logical partition and want to ensure that it remains logical, make sure unallocated space is available within the extended partition. Or, after copying the partition, you can convert it to a logical partition.

6 Click **OK**.

The copy is the same size (or slightly different if copied to a disk with a different geometry) and file system type and contains the same data as the original.

You can also select a partition on the disk map and drag it to unallocated space, then choose **Copy Here** or **Move Here** from the drag-and-drop menu.

Checking Partitions for Errors

The Check for Errors operation checks the integrity of a partition.

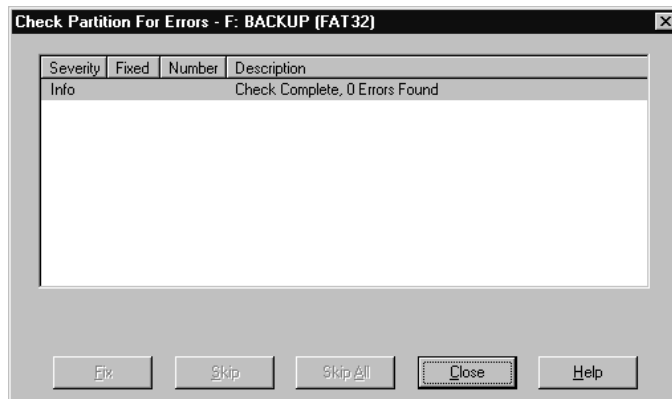
Each time PartitionMagic is started, it performs a check on all attached drives and their partitions. If the check finds a problem, “Check failed” appears in the partition list window under the **Type** column. This check is separate from the Check for Errors operation and is not as exhaustive.

- 1 Select the partition you want to check.

PartitionMagic can only check partitions that it can lock (that is, partitions that do not have open files on them). If there are open files on a partition, you should use the operating system’s check utility (ScanDisk or CHKDSK) instead of the Check for Errors operation or run PartitionMagic from the rescue disks.

- 2 Click **Partition > Check for Errors**.

The **Check Partition Results** dialog appears.



If Check for Errors does not discover any errors, an Info entry appears with “Check Complete” in the **Description** column.

If a Check for Errors operation fails, “Check Failed” appears in the **Used** and **Unused** columns in the partition list. You should fix any errors encountered. For more information, see “Resolving Check Errors” on page 113.

If Check for Errors finds an error, such as cross-linked files, lost clusters, or bad directory information on an NTFS volume and can fix it, a **Fix** button appears at the bottom of the dialog. For each error found, PartitionMagic displays the following:

- **Severity** describes the seriousness of the problem, which can be one of the following:

Severity	Description
Info	The information given is helpful but not critical. Does not correspond to any error.
Warning	The error may or may not cause problems.
Error	A problem was encountered, but PartitionMagic may still be able to make changes to the partition. Run ScanDisk or CHKDSK to fix the error, or click Fix , if available.
Critical	A catastrophic problem. PartitionMagic cannot make any changes to the partition.

- **Fixed** displays **Yes** for each problem you fix on an NTFS volume. Not applicable for FAT or FAT32 partitions.
- **Number** shows a number corresponding to the error. For more information, see “Error Messages and Solutions” on page 117.
- **Description** gives a brief description of the problem.

3 To fix an error, highlight the problem and click **Fix**.

4 If you want to skip one listed error, click **Skip**.

If you want to skip all listed errors, click **Skip All**.

5 When you are finished viewing the check results and fixing NTFS errors, click **Close**.

Check for Errors does not display information about the status and structure of a partition as do the DOS and Windows CHKDSK utilities. To view that information, use the **Info** option. For details, see “Getting Information About Partitions” on page 56.

Merging Partitions

You can merge two FAT, FAT32, or NTFS partitions that are adjacent to each other on a disk. You can merge FAT and FAT32 partitions with each other, and you can merge an NTFS partition with another NTFS partition. You cannot merge a FAT/FAT32 partition with an NTFS partition.

It is useful to merge partitions if you have reached the maximum number of partitions on your disk, but you do not want to delete a partition. It is also useful if you want to combine FAT partitions and convert them to one large FAT32 partition or an NTFS partition.

If you have an empty partition and one that contains data, you should delete the empty partition and resize the other one larger instead of merging the two partitions.

IMPORTANT! Merging partitions may take a long time (possibly hours), depending on the partition sizes and amount of data they contain. If you wish to check whether your machine is still operating, you can press the NumLock key and see if the light toggles. It may take a few seconds to register activation of the NumLock key on your keyboard. If you plan to merge partitions, you may wish to schedule it for a time when you will not need to use your system for an extended period of time. **If you shut down or turn off your computer while PartitionMagic is still working, it will cause corruption to the file system, which will result in data loss.** Do not shut down the system until after the process is complete.

- 1 Run a file check (such as CheckDisk or ScanDisk) on the partitions you intend the merge to ensure they do not contain file system errors or bad sectors.
- 2 Select one of the two partitions you want to merge with another partition.

IMPORTANT! Do not merge partitions that contain operating systems or compressed partitions. See “Disk Compression Utilities” on page 105.

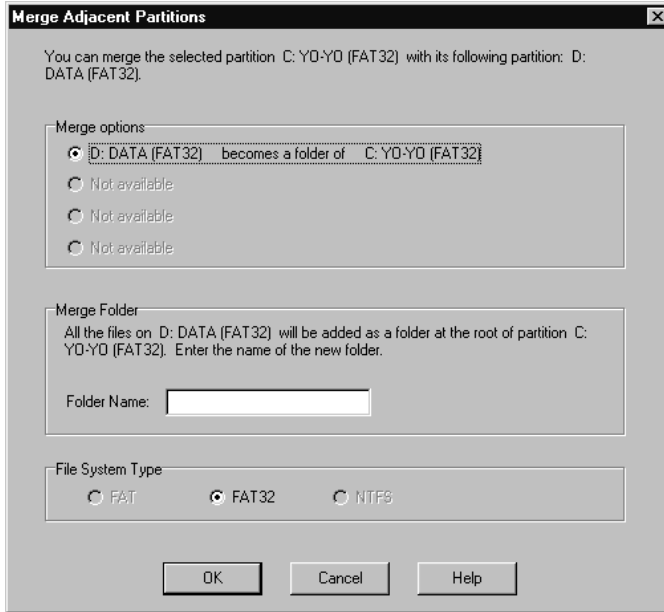
If you plan to merge two adjacent NTFS partitions, they must be the same version type and have the same cluster size. To view the version type and cluster size of an NTFS partition, right-click the partition in the disk map, select **Properties**, then click the **NTFS Info** tab.

If the cluster sizes are different, you will not be able to merge the partitions. See “Converting FAT/FAT32 Partitions to 4K Aligned” on page 73.

If the NTFS versions are different, you will not be able to merge the partitions. See “Merging Partitions with Different NTFS Version Numbers” on page 113.

- 3 Click **Partition ► Merge**.

The **Merge Adjacent Partitions** dialog appears.



- 4** In the **Merge options** group box, click the partitions you would like to merge.
The contents of one partition will be moved into a folder within the other partition.
Do not merge partitions that contain operating systems.
 - 5** In the **Merge Folder** group box, type a name for the new folder that will be created in the partition you are keeping.
 - 6** Click a file system type (FAT, FAT32, or NTFS) for the partition you are keeping.
The NTFS option will automatically be selected if you are merging two NTFS partitions.
- IMPORTANT!** If you are combining FAT partitions, be careful not to convert them to FAT32 unless your operating system supports FAT32 partitions. DOS, Windows 3.x, early releases of Windows 95, and Windows NT 4.0 cannot access FAT32 partitions.
- 7** Click **OK**.

The disk map in the main window changes to show the merged partitions.

Splitting Partitions

Use Split to divide a FAT or FAT32 partition into two contiguous partitions. It may be useful to split a partition if you have a large set of data or a mixture of data and applications within one partition.

The new partition is created to the right of the original partition; the original and new partitions together occupy the same amount of hard disk space as the original partition. The file system for the partition does not change. For example, if you had a 2 GB FAT partition and you split it, the left and right partitions together would use 2 GB and both would be FAT partitions.

When you split a partition, you can select the files and folders that you want the new partition to include. You can also label the new partition, specify whether it is primary or logical, and specify the new size of the partition.

1 Select the partition you want to split.

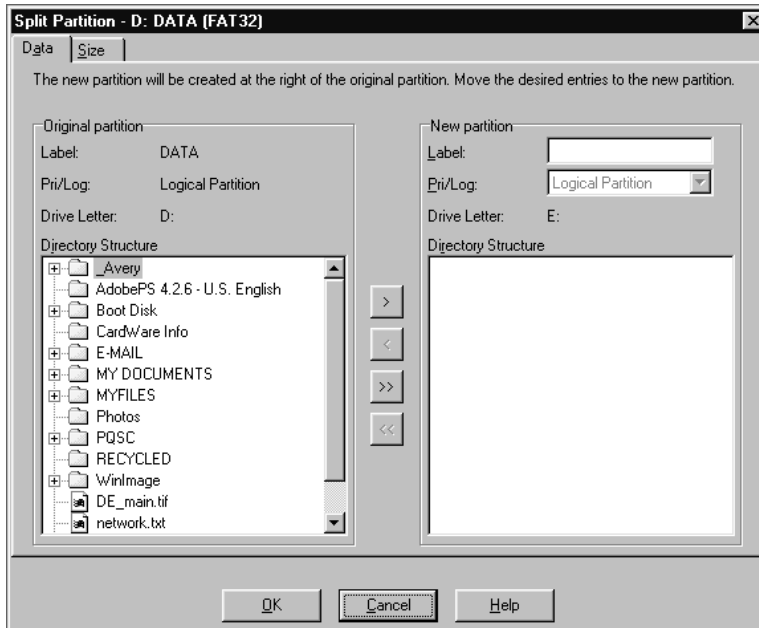
You can split a partition if it is 100 MB or larger.

A FAT partition must have at least 5% unused space, or the Split command will be dimmed on the menu. A FAT32 partition requires 10% unused space to split.

Norton does not recommend splitting your operating system partition or moving your Windows folders or program files into the new partition.

2 Click **Partition** ► **Split**.

If **Split** is dimmed (unavailable) on the menu, it is most likely because you are trying to split a primary partition when you have already reached the maximum four primary partitions (such as three primary partitions and one extended partition) allowed on a hard disk. You can, however, split a logical partition within an extended partition.



3 Click the **Data** tab.

4 From the **Original Partition** group box, select the files and folders you want to move to the new partition, then click the single right arrow.

Click the left arrow to remove selected files and folders from the new partition. To move all files and folders to the new partition, click the double right arrow. You can also click the left arrow to move selected files and folders back to the original partition if you change your mind. You must, however, have at least one file or folder remaining in each partition.

IMPORTANT! The Split operation is designed to move data files, not system files. You should not move folders from the operating system partition (usually C:) to the new partition unless they **ONLY** include data files. If you copy a folder that is used by the operating system (such as C:\Documents and Settings\username\My Documents), you may be prompted to reboot your computer an extra time for Windows to apply

the changes or Windows may not allow you to split the partition. If Windows allows you to move a standard folder, you will need to redirect files to the new partition from within the applications that used the original partition.

- 5** (*Optional*) Type a name for the new partition in the **Label** text box.
- 6** Select a partition type for the new partition from the **Pri/Log** drop-down list.
You cannot use the Split operation to convert the original partition from primary to logical or vice versa.
- 7** Click the **Size** tab.
- 8** Size the new partition by moving the bar on the far right in the disk map or by typing the number of MB in the **Size** text box.
The original partition will be adjusted to use the remaining space.
Both the original and new partitions must be at least 40 MB. On hard disks larger than 4 GB, PartitionMagic will round the size of the partition up to at least 47 MB.
- 9** Click **OK**.

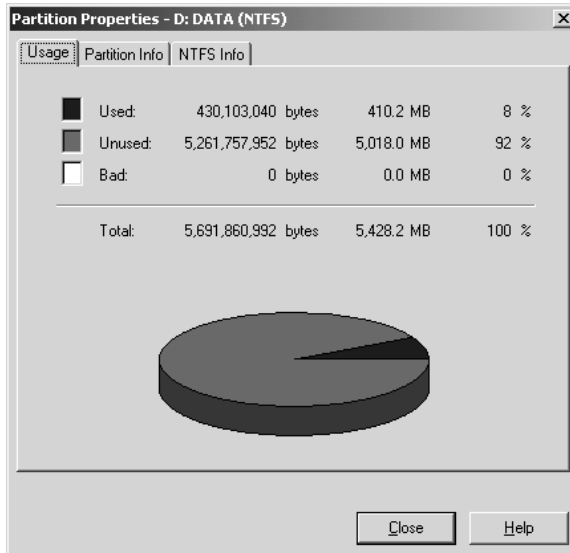
The size of the new partition is based on the minimum possible size and the total byte size of the files you are adding to the new partition. Any remaining free space is split proportionally between the two partitions according to the data in the partitions. For example, if the two partitions used 2 GB and you included 700 MB of data in the original (left) partition and 300 MB of data on the new (right) partition, you would have 1 GB of free space available; the original partition would get 700 MB of unused space, and the new partition would get 300 MB of unused space.

Getting Information About Partitions

The Properties operation displays information about the status and structure of a selected partition.

- 1** Select the partition you want information about.
- 2** Click **Partition ► Properties**.

The **Partition Properties** dialog appears.



Information is displayed in tabbed pages. To view a page, click its associated tab, which is always visible at the top of the pages. Based on the file system the partition uses, different pages appear.

3 Click the tab for the page you wish to view.

Each page is described in the following sections.

4 Click **Close** when you are finished viewing information.

Usage

The **Usage** page is available for the FAT, FAT32, NTFS, Ext2, and Ext3 file systems. This page displays the following information in bytes, megabytes, and as a percentage:

- **Used** space on the partition, including space wasted by clusters
- **Unused** space on the partition
- **Bad** space on the partition
- **Total** space on the partition (the sum of used, unused, and bad space)

Cluster Waste

The **Cluster Waste** page applies only to partitions using the FAT or FAT32 file systems.

- **Current Cluster Size** in bytes or kilobytes
- **Data** stored on the partition in bytes and megabytes
- **Wasted** space on the partition in bytes and megabytes
- **Total** used space in bytes and megabytes (the sum of Data and Wasted space)

Partition Info

The **Partition Info** page is available for all types of partitions, including unallocated space and extended partitions. Information on this page includes the following:

- **Partition type** is shown in hexadecimal followed by a text description of the partition or file system type (such as FAT, FAT32, or NTFS). The hexadecimal designation is the conventional way to display partition types.
- **Serial Number** is shown if the partition's file system uses serial numbers.

The lower portion of the page shows physical information about the partition:

- **First physical sector** shows the logical number and the location (cylinder, head, and sector) where the partition begins.
- **Last physical sector** shows the logical number and the location (cylinder, head, and sector) where the partition ends.
- **Total physical sectors** displays the number of sectors in the partition.
- **Physical Geometry** shows the total number of cylinders, heads, and sectors on the physical disk where the partition resides.

File System-Specific Info Pages

The last page in the **Partition Information** dialog corresponds to the file system used on the selected partition. For example, if the file system is FAT or FAT32, the page is **FAT Info**; if the file system is NTFS, the page is **NTFS Info**, and so forth.

Scanning a Disk for Errors

MS ScanDisk is a utility included with Windows 9x and Windows Me that you can run from PartitionMagic. ScanDisk scans a partition for errors and fixes them. The Check for Errors operation also scans for errors, but it does not correct them (for FAT or FAT32 partitions).

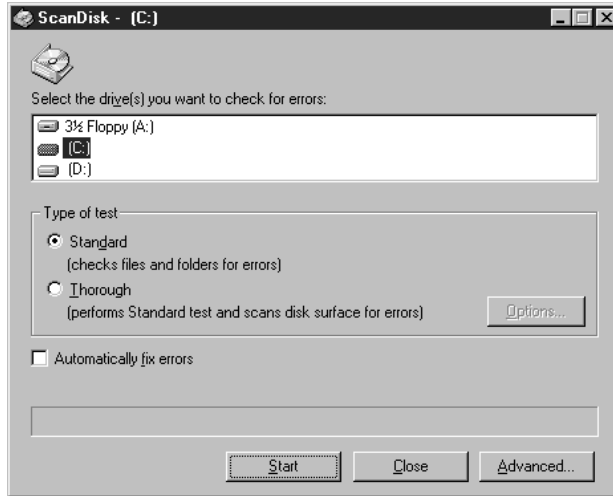
If you are running a Windows NT-based system, you can run Windows CHKDSK from PartitionMagic. The interface for CHKDSK is different from ScanDisk. See your Windows documentation for more information about CHKDSK.

- 1 Select the disk you want to scan for errors.

ScanDisk only scans partitions with assigned drive letters; it does not scan hidden partitions, extended partitions, unallocated space, or partitions with file systems not supported by the active operating system.

- 2 Click **Partition ► MS ScanDisk** (or **Windows CheckDisk**) on the menu bar.

The **ScanDisk** dialog appears.



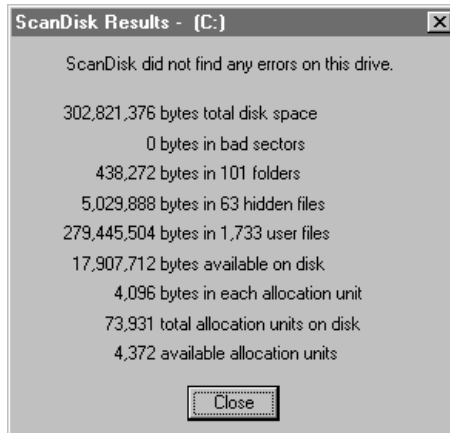
- 3 In the **Type of test** box, click **Standard** or **Thorough**.

Thorough scans the partition for bad sectors.

- 4 (Optional) Click **Automatically fix errors**.

- 5 Click **Start**.

When ScanDisk is finished, the **ScanDisk Results** dialog displays information about errors on the partition (if any were found) and other disk statistics, such as total disk space, number of bytes in bad sectors, and total allocation units.



For more information about MS ScanDisk, consult Windows Help.

Defragmenting Drives

Disk Defragmenter is a Windows utility you can access from within PartitionMagic to analyze and defragment drives on your hard disk.

- 1 From the PartitionMagic main screen, click **Partition** ► **Windows Defragmenter**.
- 2 Select a partition, then click **Action** ► **Analyze** or **Defragment**.

For more information about Disk Defragmenter, consult Windows Help.

Completing Advanced Disk Operations

This chapter includes the following information:

- Changing a Drive Letter
- Retesting Bad Sectors
- Hiding and Unhiding Partitions
- Resizing the Root Directory
- Setting an Active Partition
- Resizing Clusters

Changing a Drive Letter

The Change Drive Letter operation lets you change the drive letter assigned to any partition visible to and supported by Windows NT/2000/XP. If you are running Windows 9x or Windows Me, this operation is not available.

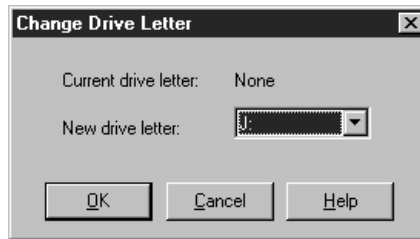
- 1 Select the partition whose drive letter you want to change.

You cannot use this operation to change the drive letter for your CD drive.

IMPORTANT! You should not change the drive letter originally assigned to the Windows NT/2000/XP boot partition (the partition where Windows is installed). Changing the drive letter to anything but its original designation will cause severe boot problems and may cause your computer to be unbootable.

- 2 Click **Partition** ► **Advanced** ► **Change Drive Letter**.

The **Change Drive Letter** dialog appears.



- 3 In the **New drive letter** box, type or select the drive letter you want to assign to the partition.
- 4 Click **OK**.

Retesting Bad Sectors

The Bad Sector Retest operation lets you check sectors on FAT or FAT32 partitions that have been marked bad and recover sectors that are usable.

The FAT and FAT32 file systems allocate disk space for file storage in units called clusters, which are composed of a fixed number of sectors. Because the FAT or FAT32 file system tracks bad sectors at the cluster level, it marks an entire cluster bad even

though the problem may exist in a single sector. Use **Properties** to discover whether a partition contains bad clusters. For more information, see “Getting Information About Partitions” on page 56.

As a conservative measure, when you move or resize a partition or increase cluster size, PartitionMagic marks all new clusters containing any part of old bad clusters as bad (even though the clusters may not actually contain bad sectors). Likewise, when you decrease a partition’s cluster size, PartitionMagic divides bad clusters into multiple bad clusters. If, after you complete these tasks, PartitionMagic reports bad sectors, you can perform a bad sector retest and reclaim the good sectors that were marked bad.

- 1 Select the partition you want to retest.
- 2 Click **Partition** ► **Advanced** ► **Bad Sector Retest**.

The **Bad Sector Retest** dialog appears to explain that PartitionMagic will retest sectors that are marked bad and reclaim them if they do not include bad sectors.

- 3 To continue with the test, click **OK**.

Some sectors marked as bad are “marginally bad,” meaning that one time the sector works fine and another time it does not. Bad Sector Retest may mark a marginally bad sector as good. This can result in data loss if the marginally bad sector fails in the future. Most modern hard drives detect bad sectors and automatically remap the sector, so in general, you do not see bad sectors on modern hard drives. If you do get bad sector errors on a modern hard drive, it is recommended that you replace the drive.

Hiding and Unhiding Partitions

The Hide Partition operation lets you secure partitions against unwanted user access. You can perform this operation on FAT, FAT32, and NTFS partitions.

When you hide a partition, it will not be assigned a drive letter the next time you boot your computer.

- 1 Select the partition you wish to hide.
- 2 Click **Partition** ► **Advanced** ► **Hide Partition** (or **Unhide Partition**).

Unless you are running Windows NT/2000/XP, unhiding multiple primary partitions may cause your machine to be unbootable.

The **Hide Partition** dialog appears, warning you that drive letters may change.

3 To confirm that you want to hide the partition, click **OK**.

Under Windows 9x and Windows Me, hiding and unhiding partitions can cause the drive letters of other partitions to change. When this happens, your computer may not boot and applications may not run. Norton recommends that you allow DriveMapper to run automatically to update drive letter references that change as a result of hiding or unhiding partitions.

If your hard disk has more than one primary partition, only one is visible by default. When you use the Set Active operation, PartitionMagic unhides the selected primary partition and hides other primary partitions. While you can unhide more than one primary partition, we recommend that you do not.

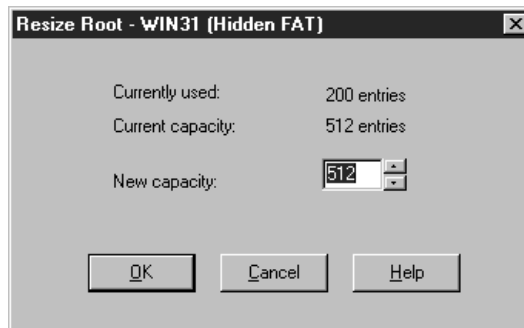
If you are running Windows NT/2000/XP, partitions are not hidden automatically; therefore, you can have multiple visible primary partitions.

Resizing the Root Directory

The Resize Root operation lets you change the maximum number of entries that can be placed in the root directory of a FAT partition. The number of root entries is set at the time the partition is formatted; the limit does not expand automatically as it does in a subdirectory or in a FAT32 partition. Consider increasing this number if you use Microsoft long filenames in the root directory. During this operation, data within the partition is unaffected.

- 1** Select the partition whose root directory you want to resize.
- 2** Click **Partition** ► **Advanced** ► **Resize Root**.

The **Resize Root** dialog appears, displaying the number of used entries and the current capacity.



3 In the **New capacity** box, type or select the number of entries you want the root directory to have.

The number you type will be rounded to one that preserves the current cluster alignment.

4 Click **OK**.

Occasionally, enlarging the root directory displaces the first few files on the partition (such as IO.SYS and MSDOS.SYS if the partition contains an operating system). If the root directory is on a boot partition and the partition fails to boot after resizing the root directory, you should run the SYS command to move the displaced files back to the front of the disk.

Setting an Active Partition

The Set Active operation lets you make a partition the active partition (the partition the computer boots from). Norton provides multiple ways to set a partition active:

PartitionMagic (Windows version or rescue disk version), BootMagic, PQBoot, and PQBoot for Windows. This section explains changing the active partition from within PartitionMagic.

Only one partition on a hard disk can be active at a time. To boot your computer from a partition, the partition must be on the first disk, and it must contain an operating system. When your computer boots, it reads the partition table of the first disk to find out which partition is active and boots from that partition.

IMPORTANT! Before you make a partition active, it should be bootable. If the partition is not bootable or if you are not certain if it is (such as before you install an operating system), have a boot diskette or bootable CD ready.

If you plan to install an operating system to a partition, the partition must be active.

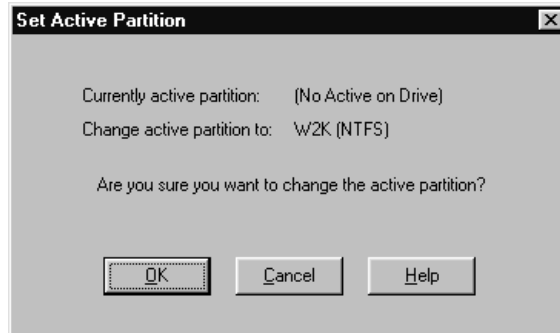
PartitionMagic hides any other FAT, FAT32, and NTFS primary partitions (unlike Windows 9x and DOS FDISK programs which cannot hide or unhide partitions). Hiding the other primary partitions makes it easy to install multiple operating systems and choose the one you want to set active. For example, if you have Windows 95 and want to install Windows NT in a separate partition, you can make the Windows 95 partition smaller, create another primary partition, set it as the active partition, and then boot from the Windows NT installation diskettes.

1 Select the partition you want to make active.

- 2 Click **Partition** ► **Advanced** ► **Set Active** on the context menu.

(Windows NT/2000/XP only) In a configuration with mixed IDE and SCSI hard disks, Windows does not always see the boot drive as the first disk. PartitionMagic displays drives in the order that Windows reports them. As a result, you may see your boot device as drive 1, 2, and so forth. PartitionMagic may also incorrectly report that there is no active partition. Be sure you identify which drive is the boot drive.

The **Set Active Partition** dialog appears.



- 3 Click **OK**.

Resizing Clusters

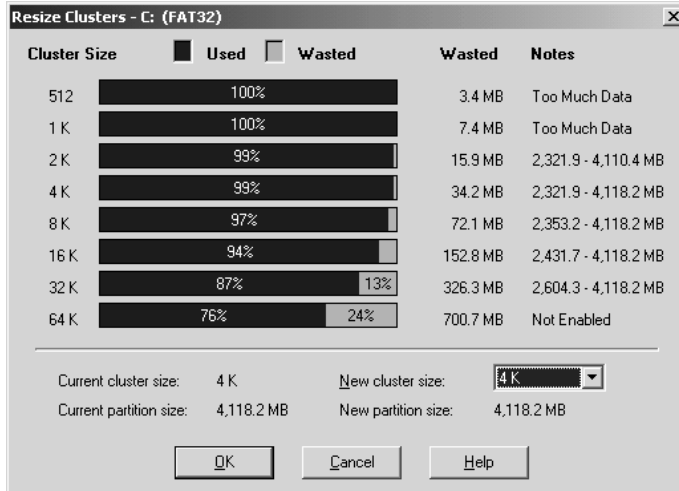
The Resize Clusters operation lets you change the cluster size on FAT, FAT32, and NTFS partitions. Reducing cluster size may help you reclaim wasted space on your hard disk.

If you converted FAT or FAT32 partitions to NTFS as part of an operating system upgrade or file system conversion, resizing to 4K clusters will enable you to regain lost performance caused by potentially inefficient 512-byte clusters

All files are stored in allocation units called clusters. Each file on a partition is allotted at least one cluster. The size of a partition determines cluster size. Unless the size of a file is an exact multiple of cluster size on the partition where the file is located, the file includes wasted space. Larger partitions have larger clusters, and, therefore, more wasted space. For more information, see “Making Efficient Use of Disk Space” in Help.

- 1 Select the partition where you want to resize clusters.
- 2 Click **Partition** ► **Advanced** ► **Resize Clusters**.

The **Resize Clusters** dialog appears.



For each cluster size, PartitionMagic displays the following:

- A bar graph and percentages represent how much space would be used and how much space would be wasted if you chose that cluster size for the currently selected partition
- Wasted space (in megabytes)
- The range of allowable partition sizes (in megabytes) or other information
- If a cluster size requires a partition that is too small for the data and files on the partition, “Too much data” appears in the **Notes** column. “Not Enabled” appears in the **Notes** column for the 64 K cluster size because it is only used for Windows NT/2000/XP. You can enable the 64 K cluster size, but it is not recommended. For more information, see “Allow 64K FAT Clusters for Windows NT/Windows 2000/XP” on page 22.

The lower portion of the **Resize Clusters** dialog displays information about the current and new cluster size and the current and new partition size (based on the new cluster size).

- 3** Using the information in the dialog, decide which cluster size you want to use (and can use) and select it from the **New cluster size** drop-down list.

PartitionMagic adheres to the established limits for partition and cluster sizes. You cannot select a cluster size that is invalid for the selected partition.

It is not recommended that you use the smallest cluster size on partitions containing a single, large file, such as a database or swap file.

Choosing a smaller cluster size may resize the partition smaller, creating unallocated space next to the partition. You can use this unallocated space to create a new partition.

FAT16 partitions are resized automatically to fit the cluster size.

WARNING! Do not choose the 64 K cluster size unless you have Windows NT, Windows 2000, or Windows XP. Partitions of this type are incompatible with Windows 9x and DOS.

4 Click OK.

Default Cluster Sizes

A partition's cluster size is set by the DOS FORMAT operation, based on the size of the partition, as shown in the following tables.

DOS and Windows default FAT cluster sizes

Partition Size (MB)	FAT Type	Sectors Per Cluster	Cluster Size
0-15	12-bit	8	512 bytes
16-127	16-bit	4	2 K
128-255	16-bit	8	4 K
256-511	16-bit	16	8 K
512-1,023	16-bit	32	16 K
1,024-2,047	16-bit	64	32 K
2,048-4,096	16-bit	128	64 K*

*Only compatible with Windows NT/2000/XP.

Windows default FAT32 cluster sizes

Partition Size (GB)	Sectors Per Cluster	Cluster Size
0.256- 8.01	8	4 K
8.02-16.02	16	8 K
16.03-32.04	32	16 K
> 32.04	64	32 K

Converting Partitions

This chapter includes the following information:

- Procedure for Converting Partitions
- Converting FAT Partitions to FAT32
- Converting FAT Partitions to NTFS
- Converting FAT32 Partitions to FAT
- Converting FAT32 Partitions to NTFS
- Converting FAT/FAT32 Partitions to 4K Aligned
- Converting NTFS Partitions to FAT or FAT32
- Converting Partitions to Logical or Primary

Procedure for Converting Partitions

You can convert the following file system formats:

- FAT partitions to FAT32
- FAT partitions to NTFS (Windows NT/2000/XP only)
- FAT32 partitions to FAT
- FAT32 partitions to NTFS (Windows 2000/XP only)
- FAT/FAT32 partitions to 4K aligned
- NTFS partitions to FAT
- NTFS partitions to FAT32

You can also convert primary partitions to logical and logical partitions to primary.

IMPORTANT! You cannot convert FAT or FAT32 partitions to NTFS if you are running PartitionMagic from the rescue disks.

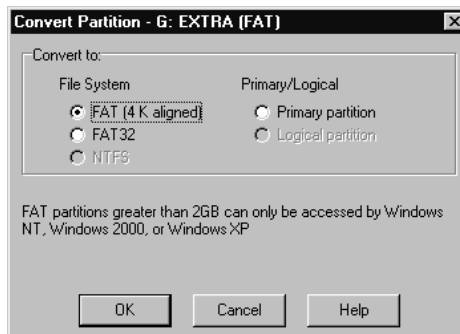
IMPORTANT! You cannot convert file system types on compressed drives. First, uncompress the drive, then run the conversion.

The basic conversion steps (1-5) are found below. However, for each file system type there is specific information you need to know before beginning any conversion. Please see the appropriate heading listed in this section before completing the conversion procedure.

1 Select the partition you want to convert.

2 Click **Partition** ► **Convert**.

The **Convert Partition** dialog appears.



3 Under **Convert to**, choose the file system to which you want to convert the partition.

Depending on the file system format of the partition you are converting, some options may appear dimmed.

If you want to convert your partition to primary or logical, see “Converting Partitions to Logical or Primary” on page 76.

4 Click **OK**.

Converting FAT Partitions to FAT32

FAT32 partitions have less wasted disk space than FAT partitions. (For more information, see “Resizing Clusters” on page 66.) However, you should be aware of these issues:

- You must have Windows 95 OEM Service Release 2, Windows 98, Windows Me, Windows 2000, or Windows XP to access files on a FAT32 partition. If you run an operating system other than these, FAT32 partitions will be inaccessible when the other operating system is running, even if one of these operating systems is installed on your machine.
- Some computers have a sleep mode that saves all memory to disk. Because this function sometimes requires a FAT partition, consult your computer manual or contact the manufacturer before converting to FAT32.
- The minimum recommended size for a FAT32 partition is 256 MB.

The steps for this process are listed on page 70.

Converting FAT Partitions to NTFS

This conversion is only possible under Windows NT, Windows 2000, and Windows XP.

The Convert FAT to NTFS operation launches the Microsoft Convert utility to convert a FAT partition to NTFS. You must be running Windows NT/2000/XP to complete this conversion. This cannot be performed from the rescue diskette.

If you boot multiple OSs, you must be careful converting FAT to NTFS. NTFS is only accessible from Windows NT/2000/XP; therefore, the data in this partition will not be accessible if you boot DOS, Windows 9x, or Windows Me.

After clicking **OK**, if you have no operations pending and if Windows NT can lock the partition (no open files), the FAT file system is converted. If you have operations pending, you must apply them first before converting from FAT to NTFS. If you do not

apply the operations, a prompt appears asking if you want to apply the changes now before converting your FAT file. Click **OK** to apply the changes and continue with the conversion.

If you have any open files, a message appears indicating that the convert utility cannot gain exclusive access to the drive and asks if you want to perform the conversion immediately. If you type **Y**, your computer is shut down, and the conversion is done at reboot time.

Converting FAT32 Partitions to FAT

To complete this conversion, the partition must have ~800 MB of unused space because of how the FAT file system allocates disk space for file storage. The partition must have approximately 1.7 GB of data or less because FAT partitions are limited to 2 GB. If the command is dimmed in the dialog, you must delete some data to enable the conversion.

If the FAT menu option is dimmed, your FAT32 partition contains over 2 GB of data. If the partition size is over 2 GB but it contains less than 2 GB of data, you can convert the partition (without data loss), but the new partition will be 2047 MB.

During the conversion, PartitionMagic may report too many root directory entries (the maximum number of entries in a FAT partition's root directory is limited, unlike a FAT32 partition's root directory). In this case, move or copy some of the files in the root directory to another location and then start the conversion again.

Converting FAT32 Partitions to NTFS

This conversion is only possible under Windows 2000 and Windows XP.

The Convert FAT32 to NTFS operation launches the Microsoft Convert utility to convert a FAT32 partition to NTFS. You must be running Windows 2000/XP to complete this conversion.

Be aware that data in an NTFS partition will not be accessible if you boot DOS, Windows 9x, or Windows Me.

The steps for this process are listed on page 70.

After clicking **OK**, if you have no operations pending and if Windows 2000/XP can lock the partition (no open files), the FAT32 partition is converted. If you have operations pending, you must apply them first before converting from FAT32 to NTFS. If you do not

apply the operations, a prompt appears asking if you want to apply the changes now before converting your FAT partition. Click **OK** to apply the changes and continue with the conversion.

If you have any open files, a message appears indicating that the convert utility cannot gain exclusive access to the drive and asks if you want to perform the conversion immediately. If you type **Y**, your computer is shut down, and the conversion is done at reboot time.

Converting FAT/FAT32 Partitions to 4K Aligned

Unlike an NTFS partition, the first cluster in a FAT or FAT32 partition is not located at the beginning of the partition. Instead, all the FAT clusters come after a group of sectors that are designated as a system area. Because the number of sectors needed for this system area varies, the first cluster may not be aligned on any particular boundary.

During a convert operation from FAT or FAT32 to NTFS, all the sectors in the system area must be converted to clusters. The cluster size of the resulting NTFS partition is dependent on how many sectors are in the system area. If the number of sectors in the system area is a multiple of eight, then the NTFS cluster size can be up to 4K in size (8 sectors x 512 bytes per sector equals 4K). If the number of sectors is not a multiple of eight, then a smaller cluster size must be used when converting to NTFS.

When you convert a FAT or FAT32 partition to 4K aligned, the operation will check the number of sectors in the system area to see if it is a multiple of eight. If it is not, it will adjust the value by padding the number of sectors in the system area and shifting all the data clusters accordingly. This will ensure that if you decide to convert the partition to NTFS at a later time, it is possible to have 4K clusters on the resulting partition.

Converting NTFS Partitions to FAT or FAT32

Converting an NTFS partition to FAT lets you view the contents of the partition from DOS, or Windows 9x/Me/NT/2000/XP.

Converting an NTFS partition to FAT32 lets you view the contents of the partition from Windows 95b/98/Me/2000/XP. However, a FAT32 partition will not be accessible to Windows 95a and Windows NT.

IMPORTANT! You will lose file system-specific information when converting from NTFS to FAT. Refer to “NTFS Information Lost When Converting to FAT or FAT32” on page 75 for additional information.

If the conversion fails when you apply changes, refer to the bulleted list below for a list of possible reasons.

Restrictions on Converting NTFS Partitions to FAT or FAT32

NTFS is a more advanced file system than FAT and FAT32. Therefore, depending on the NTFS features used on the partition, the type of data, and partition size, you may or may not be allowed to complete the conversion.

If you receive an error message and the conversion stops, it is usually caused by one or more of the following:

- The file system for conversion is not allowed for the current partition size. A FAT32 partition should be greater than 256 MB, and a FAT partition must be less than 2 GB.
- The NTFS partition has data in memory that has not yet been written to the hard disk.
- The Windows 2000/XP NTFS partition has compressed files, sparse files, reparse points, or encrypted files. In such case, you can uncompress and/or move (or delete) the sparse files, then repeat the conversion.
- The file system has errors, such as lost clusters and cross-linked files. You can fix these problems, then try the conversion again.
- There is not enough temporary space in the partition to do the conversion. The conversion will require the NTFS system and the FAT32 system files until the last step of the conversion. Also, there is data in NTFS File Replication Services that must be moved to external clusters and saved.

NTFS Information Lost When Converting to FAT or FAT32

If you can complete the conversion from NTFS to FAT or FAT32, you may receive a warning about the quality of data and feature loss, depending on the features used on the partition, the type of data, and the partition size.

Warning	Description
Error	<p>The conversion is not allowed. Because the partition being converted is using advanced features in NTFS, you may experience unintended data and feature loss. You will receive an error in one or more of the following cases:</p> <ul style="list-style-type: none">• There is more than one data stream for any file.• Any links.• Any extended attributes.• Any user-defined attributes in any file.• Device entries.• There are sparse files on the volume. Any sparse files, except for the bad sector file, will stop the conversion.
Warning	<p>The conversion is allowed. Although a conversion warning is not as serious as an error, you may still experience the loss of NTFS-specific features that are not supported in FAT or FAT32. You will receive a conversion warning in one or more of the following cases:</p> <ul style="list-style-type: none">• Disk usage quotas - NTFS supports limiting the amount of disk space for a user. After conversion, all users will have full access to all free hard disk space.• Access control lists - This is a file attribute that lists all the users that can access a file. After conversion, all users will have full access to all files.• Index of access control lists - A list of all files that have specific access rights assigned to them. After conversion, all users will have full access to all files.• FAST index file - This file is sometimes created on Windows 2000 computers. After conversion, all indexing of keywords will be lost.• Old versions of files - NTFS has the ability to keep versions of files, however, only the current version of the file is converted and saved.

Warning	Description
No Warning	<p>The conversion is allowed. The most basic NTFS partition still gives files more features than are found in FAT or FAT32. When Windows NT 4.0 is used to copy files from an NTFS partition to a FAT partition, no warning is given about the features you are losing. Also, the conversion will not give you a warning about specific features that cannot be converted. These features include:</p> <ul style="list-style-type: none"> • Standard journal file (only used internally by NTFS) - This file is a transaction log of changes to the NTFS file system. After conversion, the journal file will be lost. • NTFS-specific file attributes - NTFS and FAT both have standard file attributes, such as Read-only, Archive, Hidden, and System. NTFS has additional file attributes that can be set. After conversion, however, these additional file attributes will be lost. • NTFS-specific file dates - The last edit date is converted to the FAT date. After conversion, the creation date, last access date, and last edit date (date change only) will be lost. • Reliable change journal - This journal file is used by Windows 2000 and Windows XP. After conversion, this file will be lost.

Converting Partitions to Logical or Primary

You might want to convert a primary partition to a logical partition if you have reached the limit of primary partitions on your hard disk. If you create a logical partition, PartitionMagic will automatically place it in an extended partition. You can then create more logical partitions within that extended partition, expanding the maximum number of partitions on the disk.

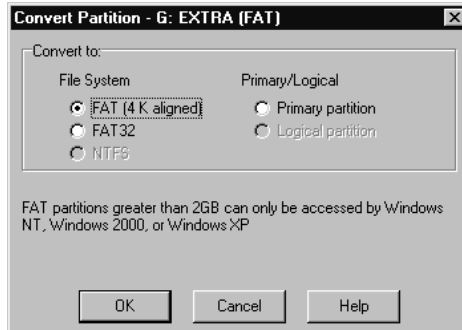
You might want to convert a logical partition to a primary partition if you plan to install an operating system on it. The partition must be a primary partition to be bootable.

IMPORTANT! If you convert an active primary partition to logical (such as your Windows NT/2000/XP system partition), your computer will not boot from the hard drive.

5 Select the partition you want to convert.

6 On the toolbar **Partition** ► **Convert**.

The **Convert Partition** dialog appears.



7 Click either **Primary** or **Logical**.

8 Click **OK**.

You cannot convert from primary to logical if another primary partition exists between the chosen partition and an existing logical partition.

You cannot convert from logical to primary if the conversion would result in more than four primary partitions or the partition has one or more logical partitions to the left and one or more logical partitions to the right.

Using Wizards

This chapter includes the following information:

- Overview
- Running Wizards
- Create New Partition Wizard
- Create Backup Partition Wizard
- Install Another Operating System Wizard
- Resize a Partition Wizard
- Redistribute Free Space Wizard
- Merge Partitions Wizard
- Copy Partition Wizard

Overview

PartitionMagic includes seven wizards for common tasks. The wizards provide an alternative to performing the tasks manually using the commands on the **Partition** menu. You do not have access to the wizards if you run PartitionMagic from the rescue disks.

Running Wizards

There are two ways to run a wizard:

- Click under **Pick a task** in the upper left pane of the main screen.
- Choose the task you want to perform from the **Tasks** menu.

Applying Changes

When you complete a wizard, the disk map and partition list in the main window reflect the changes you entered. However, the changes do not actually affect your system until you apply them. To apply the changes to your system, click **General ► Apply Changes** .

To discard the changes without applying them, click **General ► Discard All Changes (or Undo Last Change)**.

After running a wizard, you can run other wizards or perform other partition operations and then apply or discard all the pending changes at once.

Create New Partition Wizard

The Create new partition wizard creates a new primary or logical partition. To create a new partition for another operating system, see “Install Another Operating System Wizard” on page 81, or review the demonstration video at <http://service.symantec.com>.

You should be aware of the following considerations when creating a new partition:

- Creating a new partition may cause your drive letters to change. For example, if you have one primary partition (C:) on your hard drive and a CD-ROM drive (D:), and you create a new logical partition on your hard drive, the new partition becomes D: and the CD-ROM drive changes to E: after you reboot your computer. As a result, any programs on your hard drive that were linked to the CD-ROM may no longer function because the paths to files have changed. (In such cases, you can run DriveMapper to correct the error.)

- The file system you choose for the new partition will affect which operating systems can access the partition. Pay close attention to the information in the dialogs, or you may inadvertently make your data inaccessible.
- After you apply the changes from the wizard and reboot your computer, the operating system assigns the new partition a drive letter. You can then save data or install an operating system to your new partition.

Create Backup Partition Wizard

You can protect your data files by copying them to a dedicated backup partition. The wizard will resize existing partitions on your hard disk to make room for a new partition. Then it will create the new partition.

Install Another Operating System Wizard

You can create a new partition especially designed for an operating system. The wizard prompts you to select the operating system you plan to install. Then it creates a partition that will work for that operating system—including the right size, the proper boot code boundary, and so forth. When you use the wizard, you do not need to know all the requirements of the operating system because the wizard will handle it for you.

If you want the ability to switch between installed operating systems when you boot your computer, it is recommended that you install Norton™ BootMagic® before running this wizard.

You should print the instructions displayed when you click the **View Instructions** button in the wizard. They will help you install an operating system to the new partition after you have completed the wizard.

Resize a Partition Wizard

The Resize a Partition wizard helps you resize a partition and lets you specify how the resize will affect other partitions on the same disk. For example, if you have C: and D: partitions and you choose to enlarge C:, the wizard could take space from D: and allocate it to C:.

For information about resizing partitions without the wizard, see “Resizing and Moving Partitions” on page 29.

Redistribute Free Space Wizard

The Redistribute free space wizard spreads the free space on a hard disk evenly across partitions. Free space refers to unused space within partitions and space that is not allocated to any partition. You can redistribute free space on one hard disk at a time. You cannot redistribute free space across several disks.

For information about redistributing free space without the wizard, see “Resizing and Moving Partitions” on page 29.

Merge Partitions Wizard

The Merge Partitions wizard helps you merge two adjacent FAT, FAT32, or NTFS partitions. You choose two partitions, and one will be expanded to include the second. The contents of the second partition are added as a folder inside the first partition.

Norton recommends that you run a file check (such as CheckDisk or ScanDisk) on the partitions to be merged before running the wizard and that you run DriveMapper to update drive letter references after merging partitions. The wizard will prompt you to run DriveMapper automatically.

Copy Partition Wizard

The Copy Partition wizard helps you duplicate a partition. The copy is the same size and file type and contains the same data as the original. When you copy a partition, you specify the hard disk and the unallocated space where you want to place the copy. If necessary, the wizard will resize neighboring partitions to create sufficient space to perform the copy.

Using PartitionMagic Utilities

This chapter includes the following information:

- Changing Drive Letter References with DriveMapper
- Switching between Bootable Partitions with PQBoot

Changing Drive Letter References with DriveMapper

When you create, merge, delete, hide, and unhide partitions, your drive letters can change, causing applications not to run because application shortcuts, initialization files, and registry entries refer to incorrect drives. DriveMapper is a wizard that lets you easily update drive letter references.

IMPORTANT! DriveMapper does not change drive letter assignments; it only changes references to the drive letters, which are assigned by your operating system.

DriveMapper will run automatically if the following conditions are all met:

- You apply changes to your system that affect drive letter assignments.
- You are running Windows 95, Windows 98, or Windows Me.
- Your hard disk contains only FAT or FAT32 partitions.
- You have no more than one CD-ROM drive and no more than one removable drive.

To run DriveMapper manually,

1 From the PartitionMagic main window, click **Tools** ► **DriveMapper**.

You can also click **Start** (on the Windows taskbar) ► **Programs** ► **Norton PartitionMagic 8.0** ► **PartitionMagic 8.0 Tools** ► **DriveMapper**.

If you are using Windows NT or Windows 2000/XP Professional as your only operating system, we recommend using the **Change Drive Letter** operation rather than DriveMapper. **Change Drive Letter** lets you permanently set the drive letters for your partitions so that adding and removing partitions does not affect drive letters. Note that if you merge or split partitions, drive letters will change even if you are using Windows NT/2000/XP and the Change Drive Letter operation.

If you have installed an alternative desktop on Windows 9x with the desktop files residing on a different drive than the Windows system files, DriveMapper may not be able to adjust your paths. Because DriveMapper is a Windows program, it must have Windows loaded to run. If the drive letter has been changed for the drive that holds your desktop files, you may not be able to start Windows.

For further information about how operating systems assign drive letters, see the second paragraph under “Assigning a CD-ROM Drive Letter” on page 111.

Using DriveMapper With Multiple Operating Systems

If you run multiple operating systems, you should reinstall applications rather than use DriveMapper. The following issues make using DriveMapper in a multiple operating system environment difficult and error-prone:

- Drive letter assignments are based on the file systems supported by an operating system. If you do not put all FAT32 and NTFS partitions after all FAT partitions, drive letters will change depending on the operating system currently running, and DriveMapper may be unable to correctly identify which changes should be made.
- Registry settings are changed for the current operating system only. If you manually run DriveMapper from another operating system, references in files will already be changed in the current operating system and further changes will introduce errors in the other operating systems.
- When DriveMapper is running, files contained in hidden partitions are not updated. If you are using multiple primary partitions for different operating systems, only the active primary partition may be visible to be updated.

Changing Drive Letters in the Correct Order

DriveMapper must change drive letters in the correct order to avoid destroying original references before they are used to make changes for other drive letters.

For example, assume you have two partitions on your hard disk (a primary partition C: and a logical partition D:) and a CD-ROM drive E:. Suppose you create a logical partition between C: and D:. The drive letter of D: changes to E:, and the drive letter of E: changes to F:; however, references in certain files (such as shortcuts) still reflect the original drive letter assignments. DriveMapper must first change the drive E: references to F: and then change the drive D: references to E:.

DriveMapper will automatically place changes in the proper order. Norton strongly recommends that you apply changes in the order DriveMapper chooses.

Switching between Bootable Partitions with PQBoot

PQBoot™ is a quick and easy way to switch between bootable primary partitions. You may want to use PQBoot if you only occasionally change the active partition and do not want to use BootMagic or if you cannot use BootMagic easily because you only have NTFS partitions on your computer. You can also use PQBoot for Windows in conjunction with BootMagic to create a “boot once” environment—where you boot from one OS into another and then return to the original OS on the next reboot.

For more information about BootMagic, see “BootMagic” on page 89.

PQBoot for Windows

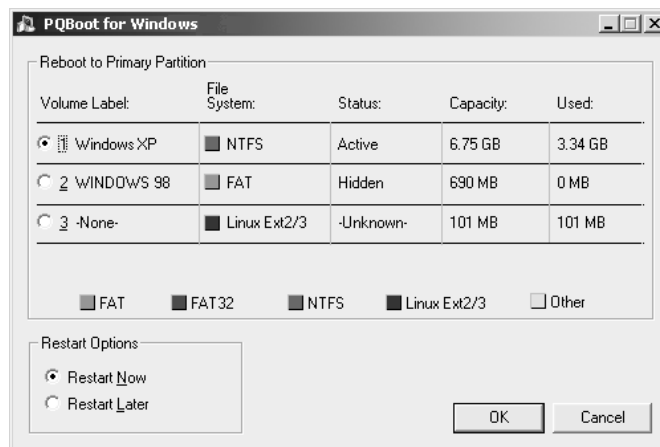
You can use PQBoot for Windows in conjunction with BootMagic to switch to another operating system without changing your BootMagic configuration settings.

You can also use PQBoot for Windows without having BootMagic installed. Then the settings you choose are “sticky” and will be in effect until you run PQBoot for Windows again or change the active partition with PartitionMagic.

- 1** Click **Start** ► **Programs** ► **Norton PartitionMagic 8.0** ► **PartitionMagic 8.0 Tools** ► **PQBoot for Windows**.

Under Windows 95/98/Me, PQBoot for Windows will only run if PQVXD.VXD is in the same directory as PQBOOT32.EXE.

PQBoot for Windows displays the primary partitions on your first hard disk.



- 2** Choose the partition that you want to boot to.

PQBoot for Windows will enable you to choose a partition that does not include an operating system. If there is no operating system on the active partition, you must have rescue disks or a boot disk to perform any operations.

- 3** Click **Restart Now** to reboot to the new partition immediately, or click **Restart Later** to boot to that partition the next time you boot the computer.
- 4** Click **OK**.

5 If you select **Restart Now**, a confirmation dialog appears. Click **Yes** to confirm.

When you reboot, PQBoot makes the selected partition active and hides the other primary partitions on the hard disk.

PQBoot for DOS

1 Go to a DOS prompt. Change to the directory containing PQBOOT.EXE or PQBOOTX.EXE.

2 Type PQBOOT or PQBOOTX, then press <Enter>.

Use PQBOOT if you want a small, fast executable that will fit on a floppy disk that has limited free space. Be aware, however, that PQBOOT may not display volume labels correctly for FAT or FAT32 partitions and volume labels for NTFS partitions will not display at all.

Use PQBOOTX if the executable file size and speed are not critical. PQBOOTX will display all volume labels in FAT, FAT32, and NTFS partitions.

PQBoot displays a list of all primary partitions.

3 Type the ID number of the partition (shown in the first column) you want to make the bootable primary partition.

4 Press <Enter>.

PQBoot makes the partition active and reboots the computer. If you need to maintain multiple, visible primary partitions under Windows NT, you should run PQBoot with the /M switch.

PQBoot for DOS Command Line Switches

PQBoot for DOS offers several command line switches that are useful when you know the ID number or volume name of the partition you want to make active. To use a switch, run PQBoot from a DOS prompt.

Switch	Description
/A:<number or label>	Marks a partition active without rebooting.
/M	Maintains the hidden/visible status of each partition. If you have a Windows NT installation that looks for multiple, visible primary partitions, you should run PQBoot with the /M switch.

Switch	Description
/P:<number>	Selects the active partition using the partition's ID number.
/S	Shows partition information, including ID numbers and volume names.
/V:<label>	Selects the active partition using the partition's volume label.
/?	Displays a brief description of the switches and examples of how to use them.

For example, to set the second available bootable partition active without rebooting, you would type `PQBOOTX /P:2 /A`.

Running PQBoot for DOS with Command Line Switches

- 1** Go to a DOS prompt.
- 2** Change to the directory containing PQBoot (typically `C:\PROGRAM FILES\Norton\PARTITIONMAGIC 8.0\DOS`).
- 3** (*DOS*) Type `PQBOOT switch` or `PQBOOTX switch` (where *switch* is the appropriate switch).

BootMagic

This chapter includes the following information:

- Getting Started
- Configuring BootMagic
- Setting BootMagic Passwords
- Adding an Operating System to the BootMagic Menu
- Removing an Item from the BootMagic Menu
- Modifying a Menu Item's Properties
- Setting a Default Operating System
- Booting from a Second Hard Disk
- Setting the Startup Delay
- Disabling BootMagic
- Using the BootMagic Menu
- Using BootMagic to Install Operating Systems
- Troubleshooting

Getting Started

BootMagic® is a powerful disk-management tool that helps you run multiple operating systems on a single PC. Each time you start or restart your computer, BootMagic presents a list of operating systems (OSs) you can boot from. The configuration program lets you quickly select the OSs you want to appear in the **BootMagic Menu** and lets you set various boot-time options such as a default OS and a startup delay.

With BootMagic, you can easily switch between OSs, using whichever OS best suits your immediate needs. You can even try out a new OS risk-free, knowing that your old OS is there, readily accessible when you need it.

BootMagic System Requirements

The following table lists the minimum and recommended system requirements for installing and using BootMagic.

Hardware/Software	Requirement
Processor	Pentium
RAM	32 MB for Windows 9x, Me; 128 MB for Windows NT 4.0, Windows 2000, or Windows XP
Hard-disk free space	10 MB
CD-ROM drive	Any speed
3.5-inch diskette drive	3.5-inch diskette drive
Operating system	Windows 95, Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP
Monitor	SVGA
Pointing Device	Microsoft-compatible mouse

Supported Operating Systems

BootMagic can be configured to boot to the following operating systems:

- Windows 98
- Windows 95
- Windows Me
- Windows NT 4.0
- Windows NT 3.51
- Windows 3.x (must be installed with DOS 5 or later)
- MS-DOS 5.0 or later
- Windows 2000
- Windows XP
- PC-DOS 6.1 or later
- Open DOS
- Linux
- BeOS
- Most other versions of DOS

Installing BootMagic

You can install BootMagic from Windows 95, Windows 98, Windows Me, Windows NT 4.0, Windows 2000 Professional, and Windows XP.

- 1** Insert the PartitionMagic CD in your CD drive.
- 2** Click **BootMagic** from the PartitionMagic setup screen, then click **Install** to launch the BootMagic installation program.
- 3** Follow the on-screen instructions to install BootMagic.

BootMagic can be installed to any FAT or FAT32 partition (primary or logical). If your system only has NTFS partitions, see “Installing BootMagic on an NTFS System” on page 92 or consider using PQBoot for Windows instead of BootMagic. See “PQBoot for Windows” on page 86.

- 4** After installation is complete, click **Back > Exit** to close the setup screen.

After installation, BootMagic sorts through your system’s hard disks, looking at the partition tables and gathering information about each currently installed operating system. BootMagic then automatically runs the configuration program, adding every detected OS to the **BootMagic Menu**.

At this point, it may be necessary for you to edit the items that appear in the menu list. While BootMagic reliably detects most operating systems, it may also detect some non-OS partitions. For example, if you have a primary NTFS data partition (that is, a partition which contains only data, no OS) on the first disk, BootMagic may detect it as

Windows NT. Likewise, a primary FAT or FAT32 data partition may be detected as MS-DOS or Windows 95/98. Because data partitions cannot be booted, you should remove them from the menu list. You can also choose to add or remove other OS selections, modify OS names and icons for easier identification, add passwords, set a new startup delay, or select a different default OS.

For information on detecting non-OS partitions in the menu list, see “Finding the Right Operating System” in the BootMagic online Help. For more information on using the configuration program, see “Configuring BootMagic” on page 94 in this guide or refer to online Help.

After you make any necessary changes, click **Save/Exit**. The next time you reboot your computer the **BootMagic Menu** appears. To start an operating system, select the desired menu item from the **BootMagic Menu**.

IMPORTANT! Do not delete the partition that includes BootMagic without uninstalling BootMagic first.

Installing BootMagic on an NTFS System

BootMagic must run from a FAT or FAT32 partition. If you are only running Windows NT-based operating systems, you may only have NTFS partitions on your hard disk. To use BootMagic on an NTFS system, you must create a FAT (or FAT32) partition, install BootMagic on it, and configure BootMagic so that it does not hide the FAT partition. The following steps detail this process.

- 1** Start PartitionMagic.
- 2** Right-click the first primary NTFS partition, then click **Resize/Move**.
- 3** In the **Free Space Before** field, type 50.
- 4** To create the new partition after the NTFS partition, enter the size in the **Free Space After** field.

IMPORTANT! The BootMagic partition must start below the 8 GB boundary of the hard disk and must be at least 32 MB large.
- 5** Click **OK**.
- 6** Right-click the new unallocated space, then click **Create**.
- 7** From the **Create As** drop-down list, click **Primary Partition**.

You can have only four primary partitions on a hard disk. If your hard disk already contains four primary partitions, you must delete one of your existing primary partitions or convert it to a logical partition before you can create the primary FAT partition for BootMagic.

8 From the **Partition Type** drop-down list, select **FAT**.

9 (Optional) Under **Label**, type a descriptive name for the partition (such as “BootMagic”).

10 Click **OK**.

11 Verify that the status of the new FAT partition is **None**.

If the status of the FAT partition is “Hidden,” set the status to **None**. See “Hiding and Unhiding Partitions” on page 63.

12 Click **General** ► **Apply Changes**.

13 Click **Yes** to confirm that you want to apply the changes.

If the partition you are resizing has open files on it, PartitionMagic will prompt you that it must reboot the machine to apply the changes. Click “OK” to allow the machine to reboot. Make sure there are no floppy diskettes or CDs inserted in the machine. Once the changes have been applied and Windows has loaded, verify that the new partition has a drive letter.

14 Install BootMagic, then **BEFORE REBOOTING**, perform the steps under “Configuring BootMagic to Work on an NTFS System” on page 95.

The new FAT partition will be automatically selected as the destination location for BootMagic. Create the BootMagic diskette when prompted during the installation process. When the BootMagic installation is complete, the BootMagic Configuration program automatically loads.

IMPORTANT! Do not reboot your computer at the end of the BootMagic installation.

Creating a BootMagic Rescue Disk

During installation, you have the option to create a BootMagic rescue diskette. This diskette is vital if your system’s master boot record (MBR) is ever damaged or overwritten. It can also be helpful if you inadvertently disable BootMagic and cannot access the configuration program to re-enable it.

WARNING! Technical support may not be able to assist you if you have not created a rescue diskette.

To launch BootMagic's configuration program from the rescue diskette, boot from the rescue diskette and follow the on-screen instructions.

Once in the configuration program, you can make any needed modifications or additions. When you click **Save/Exit** to exit the configuration program, BootMagic re-saves all the necessary files and rewrites the MBR, thereby restoring the program to normal.

Getting Help

Refer to the BootMagic online help for information about all BootMagic features that are not discussed in this chapter.

- To access Help in the Windows configuration program, select **Help ► Contents** from the menu bar.
- To access Help in the DOS configuration program, select **Help ► Topic List** from the menu bar.
- To access context-sensitive Help, click **Help** in the lower-right corner of most dialogs, or press <F1>.

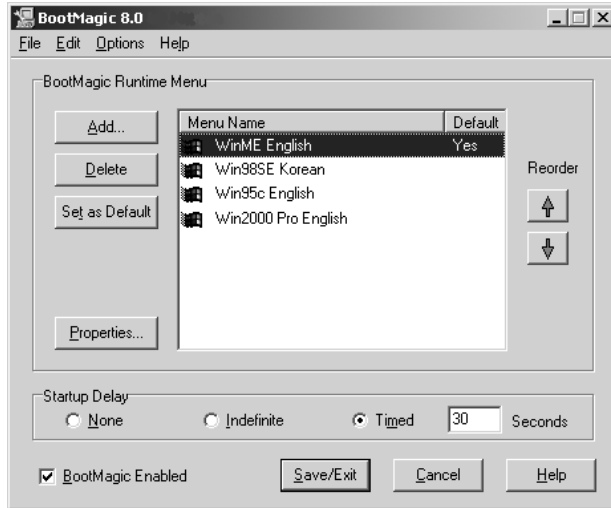
Configuring BootMagic

BootMagic's configuration program consists of two versions: one for DOS and one for Windows. Both versions have similar interfaces and offer the same functionality.

BootMagic's configuration program may be manually launched by any of the following:

- In Windows, select **Start ► Programs ► BootMagic 8.0 ► BootMagic Configuration**.
- In DOS, run `drive:\BTMAGIC.PQ\CONFIG.BAT`.
- On the PartitionMagic main screen, click **Tools ► BootMagic Configuration**.
- You can run a DOS version of the BootMagic configuration program from the Norton PartitionMagic CD if your computer has the ability to boot from a CD.

When you run the configuration program, the BootMagic main window appears.



From this window, you can set a password for the configuration program, the BootMagic Menu, or specific menu items; add or remove an OS to the BootMagic Menu; modify an operating system's BootMagic properties; set your default operating system; set the startup delay; or disable BootMagic. Each of these options are briefly covered in this chapter. You can also change the background bitmap. For further information about configuring BootMagic, see the online help.

Configuring BootMagic to Work on an NTFS System

- 1** From the BootMagic Configuration menu bar, click **Options** ► **Advanced Partition Hiding**.
A checkmark appears to the left of the **Advanced Partition Hiding** menu item.
- 2** In the **BootMagic Runtime Menu** group box, verify that your current Windows operating system is highlighted in the list of available operating systems.
- 3** Click **Properties**.
- 4** Click the **Visible Partitions** tab.
- 5** Place a mark in the **Override Default Selections** checkbox.
- 6** Place a mark in the checkbox next to the FAT partition where BootMagic is installed.

- 7 Click **OK**.
- 8 Click **Save ► Exit**.
- 9 Reboot the computer to apply the changes.

You can now use BootMagic with your NTFS system.

Setting BootMagic Passwords

BootMagic now allows you to password protect the BootMagic configuration program, the **BootMagic Menu**, or even specific menu items.

- 1 In the **BootMagic main** window, click the **Options** menu.
- 2 Select **Set Configuration Password** to password protect the configuration program or **Set Boot-time Password** to password protect the BootMagic menu.
- 3 Enter the current password in the **Old password** text box.
The **Old Password** text box will be blank and disabled when there is no prior password.
- 4 Enter the new password in the **New password** text box.
- 5 Retype the new password in the **Confirm new password** text box.
- 6 Click **OK**.

To clear a password, enter the old password and leave the new password fields blank.

To set a password for specific **BootMagic Menu** items, you must modify the menu item's properties. For more information, see "Modifying a Menu Item's Properties" on page 98 or refer to BootMagic's online Help.

Adding an Operating System to the BootMagic Menu

- 1 In the BootMagic main window, click **Add**.
The **BootMagic Add OS** dialog appears.

2 (Optional) To view all your system’s partitions, including those that BootMagic does not recognize as containing an OS (for example, Linux on a logical partition), mark the **Advanced** check box.

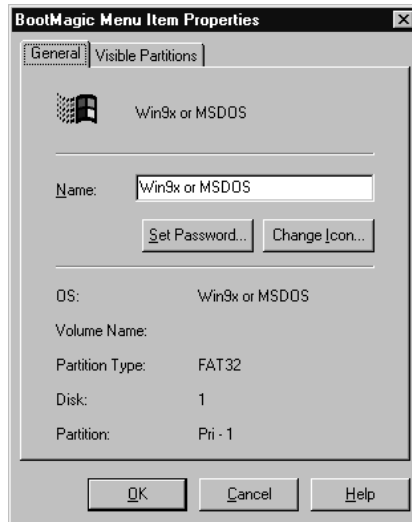
3 Select the OS you wish to add to the BootMagic menu.

BootMagic may sometimes detect an OS that doesn’t exist or may detect the wrong name for an existing OS. For help on finding the operating system and partition you want, see “Finding the Right Operating System” in BootMagic’s online Help.

Do not add non-OS partitions to the BootMagic menu. You cannot boot your computer from a partition without an OS.

4 Click **OK**.

The **BootMagic Menu Item Properties** dialog appears.



5 Define the menu properties as desired, and then click **OK**.

For more information on defining runtime menu properties, see “BootMagic Menu Item Properties” in BootMagic’s online help.

Removing an Item from the BootMagic Menu

1 In the BootMagic main window, select the item you wish to delete from the **BootMagic Runtime Menu** list.

2 Click **Delete**.

Deleting an OS from the BootMagic menu does not remove the OS from your system. The OS remains in its partition and can be added again to the menu if desired.

Modifying a Menu Item's Properties

1 In the BootMagic main window, select the item you wish to modify.

2 Click **Properties**.

3 Modify the properties as desired, then click **OK**.

For a description of each property, see “BootMagic Menu Item Properties” in BootMagic’s online help.

Setting a Default Operating System

BootMagic automatically selects the OS on the home partition (that is, the partition on which BootMagic is installed) as the system default. This is the OS that BootMagic automatically boots if another OS is not chosen before the startup delay expires, or if the startup delay is set to **None**.

For more information on the startup delay, see the next section, “Setting the Startup Delay.”

1 In the BootMagic main window, select the operating system you wish to set as the system default.

2 Click **Set as Default**.

Booting from a Second Hard Disk

To boot an operating system that is not on the first hard drive, you must enable advanced partition hiding. To enable advanced partition hiding, click **Options ► Advanced Partition Hiding**. If this option is not selected (the default), you can only boot from the first hard disk.

Setting the Startup Delay

By default, BootMagic uses a timed startup delay set to 30 seconds. You can change the startup delay.

- Select **None** to eliminate any time delay. BootMagic automatically boots the default OS at startup without displaying the **BootMagic Menu**.
- Select **Indefinite** to specify an unlimited time delay. BootMagic displays the runtime menu until you choose the OS you wish to boot.
- Select **Timed** to designate a time delay from 1- 99 seconds. BootMagic waits the specified amount of time for an OS to be chosen before booting the default OS.

If you set the startup delay to either **None** or **Timed**, you must also ensure that a valid OS item is selected as the system default. Without a default OS, BootMagic cannot boot your system.

If you set the startup delay to **None** and select a default OS that cannot run the BootMagic configuration program, you will be unable to modify the configuration settings and boot other OSs. If this happens, boot your computer while holding down the left **Shift** key. This overrides the timer settings and opens the **BootMagic Menu** without a timer (as the **Indefinite** option) for that one boot.

You can then select DOS or Windows from the BootMagic menu, run the BootMagic configuration program, and change either the default OS or the startup delay.

Disabling BootMagic

You may encounter situations in which you want to disable BootMagic. For example, if you are diagnosing an OS startup problem and need to reboot your system multiple times or, if you are installing another operating system, you may want to bypass loading BootMagic every time. Disabling BootMagic replaces the BootMagic master boot record (MBR) with a copy of your original MBR.

Disabling BootMagic does not destroy any of your configuration settings. All of the current settings are saved until BootMagic is re-enabled.

- 1** Unmark the **BootMagic Enabled** check box in the BootMagic main window.

The configuration options become unavailable, and BootMagic remains disabled until the box is re-checked.

- 2** Click **Save/Exit** to save your changes and exit the configuration program.

When you reboot your computer, BootMagic no longer loads and the default OS is automatically booted.

To re-enable BootMagic, run the configuration program from either your hard drive or the BootMagic rescue diskette. Mark the **BootMagic enabled** check box in the BootMagic main window. When BootMagic is re-enabled, it saves a copy of the current MBR and then reinstalls the BootMagic MBR. Upon reboot, BootMagic loads normally and all the previous configuration settings are restored.

For more information on creating a BootMagic rescue disk, see “Creating a BootMagic Rescue Disk” on page 93.

Using the BootMagic Menu

Once installed, the BootMagic menu appears each time you start your computer. The BootMagic menu displays all the OSs configured for booting. Each OS is identified by its user-assigned name and icon. Although BootMagic automatically highlights the default OS, you can choose any of the listed OSs. Simply click the OS you want to boot. You can also use your arrow keys to select an OS and press <Enter>.

If the OS you want is not listed, you can run the BootMagic configuration program and add it to the menu. For more information on adding an OS to the menu list, see “Adding an Operating System to the BootMagic Menu” on page 96.

Using BootMagic to Install Operating Systems

In addition to making it easy to choose from multiple operating systems when you boot your machine, BootMagic makes installing multiple OSs on your system easy. For information on installing to primary or logical partitions, see “Using BootMagic to Install a New Operating System” in BootMagic’s online help. You may also want to refer to the help topic on OS-specific installation issues.

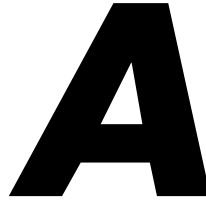
Troubleshooting

Black screen on boot. If you add choose a partition that does not include an operating system and add it to the BootMagic menu, BootMagic will display a black screen after you choose the non-OS item from the menu. To fix the problem, press <Control-Alt-Delete>, boot to DOS or Windows from the BootMagic menu, run the BootMagic configuration program, and remove the non-OS item from the BootMagic menu.

Operating system will not boot (bootstrapping issues). If you have two operating systems that are based on Windows NT (that is, Windows NT, Windows 2000, or Windows XP) and one of the operating systems is bootstrapping off of the other one, BootMagic will not work properly for the bootstrapped OS. By default, BootMagic hides any primary partitions other than the one you choose to boot from. If it hides a partition that includes the NTLDR and BOOT.INI file (system files that are shared in a bootstrapped environment), the computer will not boot. There are three ways to resolve this problem:

- Make sure only one primary partition is visible when you install an NT-based OS, so that the NTLDR and BOOT.INI are installed in both OS partitions. (This option avoids bootstrapping, so both operating systems can boot on their own.)
- Use the NT loader menu to boot into the OS you want instead of using BootMagic.
- You may have a bootstrapped operating system but still want to use BootMagic because you have additional operating systems that are not bootstrapped. In this case, you should remove the option for the bootstrapped operating system from the BootMagic menu and choose that OS from the NTLDR menu instead. For example, assume you had three operating systems installed: Windows 2000, Windows XP, and Windows 98. If Windows XP were bootstrapped off Windows 2000, it would not boot if you chose it from the BootMagic configuration menu because BootMagic would hide the Windows 2000 partition that included critical system files. Instead, you should make the Windows XP partition visible from the Windows 2000 partition (see “Configuring BootMagic to Work on an NTFS System” on page 95) and remove Windows XP from the BootMagic configuration. You would then have two options on the BootMagic menu: Windows 2000 and Windows 98. You could choose Windows 98 to boot it directly. If you chose Windows 2000, the NTLDR menu would appear, allowing you to boot either Windows 2000 or Windows XP.

I cannot install BootMagic on my NTFS system. See “Installing BootMagic on an NTFS System” on page 92.



Using PartitionMagic With Other Programs

This appendix includes the following information:

- Norton Utilities
- Disk Compression Utilities
- Operating System Boot Utilities
- Virus Protection Software
- Drive Overlay Programs
- SoundBlaster
- GoBack

Norton Utilities

You can safely use PartitionMagic and Norton products together. The following information will help you avoid any problems.

Norton Disk Doctor

If an extended partition ends at the end of a drive, Norton Disk Doctor (NDD) will sometimes display this message: “An extended partition has invalid parameters and probably is inaccessible. Correct this situation if you are unable to access partitions on hard disk 1. Do you wish to correct this problem?” To eliminate this message, use PartitionMagic to resize the logical and extended partitions at the end of the drive to leave some free space before the end of the drive.

Additionally, when you delete, move, or resize partitions, it appears to NDD that you could have inadvertently deleted a partition. NDD displays the following message: “If you are unable to access a disk that you previously could, you should revive this partition. Would you like to revive this partition?” If you inadvertently deleted a partition, select **Yes**. If you do not want this message to appear every time you run NDD, complete the following:

1 Click **No**.

NDD displays this message: “You have chosen not to revive the partition. Do you want Norton Disk Doctor to mark the partition so it doesn’t ask about it again?”

2 Click **Yes**.

The **Create Undo File** dialog appears.

3 Click **Skip Undo File**. (Creating an undo file uses many diskettes.)

NDD displays this message: “If you wish to undelete this partition at a later time, use the /UNDELETE switch.”

4 Click **OK**.

NDD displays this message: “Partition information has been changed. Would you like to restart your computer?”

5 Click **Restart Your Computer**.

Norton AntiVirus

Because Norton AntiVirus (NAV) interprets changes to partition tables and boot records as potential virus attacks, PartitionMagic takes steps so that NAV automatically reinoculates. Should NAV give you the choice of repairing the changes, *do not* select **Repair**. Instead, inoculate after using PartitionMagic.

Norton SystemWorks

You can use PartitionMagic on a system where Norton SystemWorks is installed. However, you must run PartitionMagic from the rescue disks. If you attempt to run PartitionMagic under Windows with Norton SystemWorks installed, you may receive a disk-write error.

Disk Compression Utilities

You can safely use PartitionMagic and some disk compression utilities together. The following information will help you avoid any problems.

WARNING! Do not merge compressed partitions. You will lose the host partition.

DriveSpace and DriveSpace 3

To use PartitionMagic with DriveSpace, you must first change the size of a DriveSpace or DriveSpace 3 drive in Windows 95 or Windows 98 by completing the following:

- 1** On the Windows desktop, double-click **My Computer**.
- 2** Right-click the drive you want to change, then click **Properties** on the menu.
- 3** Click the **Compression** tab.
- 4** From the **Compression** menu, click **Advanced**.
- 5** From the **Advanced Properties** menu, click **Run DriveSpace**.

A list of your physical drives, compressed drives, and host drives appears.

- 6** Select the compressed volume you want to change.
- 7** Click **Drive** at the top of the menu.
- 8** From the **Drive** menu, click **Adjust Free Space**.

The **Adjust Free Space** menu appears. At the bottom of the menu is a slide bar.

- 9 To increase compressed space (enlarge the compressed volume), move the slide bar to the left. To increase uncompressed space (shrink the compressed volume), move the slide bar to the right.

If you want to shrink the host for a compressed drive, move the bar to the right to create more uncompressed space on the host. You can then use PartitionMagic's Resize/Move operation to make the host partition smaller. If you have already used Resize/Move to resize the partition larger and want to add more space to the compressed volume, move the slide bar to the left.

Operating System Boot Utilities

Both OS/2's Dual Boot and System Commander 2.0 and above accommodate boot sector changes made by PartitionMagic. To install System Commander on drives that PartitionMagic has modified, you may need to use System Commander 2.06 or later.

If you have System Commander on your computer, you must configure it so that it does not simultaneously unhide multiple primary partitions. To configure System Commander so that it does not create multiple visible primary partitions, complete these steps for each operating system selection on the System Commander menu:

- 1 On the **Operating System Selection** menu, select an operating system.
- 2 Press <Alt+S>.
- 3 Click **Local Special Options ► Primary partitions accessible on drive 0**.

A screen appears with three options: **All**, **Auto** (the default), and **None**.

- 4 Click **None**.

The other primary partitions will now be hidden when this operating system boots.

- 5 Repeat steps 1-4 for all operating system selections on the menu.

Virus Protection Software

PartitionMagic modifies the master boot record and partitions' boot sectors. Virus protection software should be able to detect that PartitionMagic is changing partition tables and not boot code; however, it is possible that unsophisticated virus protection programs may mistake PartitionMagic changes as attempts to install a virus. If this occurs, turn off the virus protection program while using PartitionMagic and inform the virus protection software manufacturer of the problem.

Some motherboards contain virus protection software within the BIOS. If this causes a problem when you are running PartitionMagic, disable the BIOS virus protection, and then restart PartitionMagic.

Drive Overlay Programs

Drive overlays, such as Ontrack DDO, Microhouse EZ-Drive or Pro-Drive, Maxblast, WD DDO, and Seagate DDO, provide your computer with access to larger disk drives. PartitionMagic is compatible with these programs only if the drive overlay program is loaded before PartitionMagic.

If you boot your computer from a diskette, the overlay will not load, and PartitionMagic will not get the correct information from your drive. You can boot from a diskette and still load the drive overlay by completing the following:

- 1 Start your computer as if you were going to boot from the hard disk.
- 2 When prompted, press **<Space>** or **<Ctrl>**.
- 3 The drive overlay information appears with an option of booting from a diskette. Select this option and insert the boot diskette when prompted.

SoundBlaster

The DOS drivers for a SoundBlaster Live sound card may conflict with PartitionMagic operations that require going into boot-mode. Norton recommends that you unload the SoundBlaster drivers (by remarking them in your CONFIG.SYS and AUTOEXEC.BAT files) until after you have finished using PartitionMagic.

GoBack

If you need to modify partitions on a hard disk that is being monitored by Norton's GoBack software, you must first disable (turn off) GoBack.

- 1 From GoBack's main menu, click **Options ► Disable GoBack**.

Before you begin modifying partitions on your hard disk, you must first reboot your computer, then start PartitionMagic. When you are finished making your changes in PartitionMagic, you can re-enable GoBack.

Defragmenting Software

You should disable defragmenting software, such as Diskkeeper, before using PartitionMagic. After your changes have been applied, you can restart low-level utility programs.

Troubleshooting

This appendix includes the following information:

- General Troubleshooting
 - Freeing Memory to Run PartitionMagic under DOS*
 - Assigning a CD-ROM Drive Letter*
 - Using PartitionMagic With a SCSI Hard Disk*
 - PqRP Partitions*
 - Merging Partitions with Different NTFS Version Numbers*
 - Resolving Check Errors*
 - Resolving Partition Table Errors*
 - Partition Tables and Viruses*
 - Partition Will Not Boot After Resizing*
- Generating Diagnostic Reports with PartitionInfo
- Error Messages and Solutions
- Exit Code 12

General Troubleshooting

Freeing Memory to Run PartitionMagic under DOS

The DOS PartitionMagic executable requires a minimum of 585 KB of memory in the first 640 K of the computer's address space (conventional memory). If you do not have sufficient conventional memory, there are several ways you can free additional memory.

Running MEMMAKER

MEMMAKER is a program that automatically configures your computer to save conventional memory (while still loading all of the device drivers and other programs you usually load when booting DOS). MEMMAKER frees conventional memory by moving as many programs as possible out of conventional memory into high memory. Run MEMMAKER by typing MEMMAKER at a DOS prompt. Follow the on-screen instructions.

MEMMAKER is only available in DOS 5.0 to 6.22. It is not available in Windows 95 or Windows 98 DOS mode.

Using the F8 Key to Keep Programs From Loading

Press <F8> immediately after booting your computer (while DOS is booting). As DOS reads the each command in the CONFIG.SYS and AUTOEXEC.BAT files, it asks if you want the command executed. When you see commands that load device drivers or TSR programs not needed to run PartitionMagic, press <N> so that the software is not loaded into memory.

Deleting Operating System Compression Files

If you use DOS 6.22, Windows 95, or Windows 98 and your system does not have any compressed drives (using programs such as DriveSpace, DoubleSpace, and Stacker), you can delete the operating system compression files, DRVSPACE.BIN or DBLSPACE.BIN, from any boot diskette you create. This frees conventional memory because DOS 6.22, Windows 95, and Windows 98 load these files into memory, regardless of the contents of CONFIG.SYS and AUTOEXEC.BAT.

DRVSPACE.BIN and DBLSPACE.BIN are hidden system files. To delete them, complete the following:

- 1** Place your boot diskette in your diskette drive.
- 2** Go to a DOS prompt.
- 3** Type **A:** and press <Enter>. You should see **A:\>** on your screen.

- 4 Type `ATTRIB -R -H -S *.BIN`, and press <Enter>.
- 5 Type `DEL *.BIN` and press <Enter>.

Assigning a CD-ROM Drive Letter

If your computer has a CD-ROM drive or any form of removable media, you should be aware of potential problems caused by the way drive letters are assigned to these devices.

Under Windows NT/2000/XP, you can change drive letter assignments with PartitionMagic; otherwise, this is a function of the operating system. The operating system assigns drive letters in this order: (1) the first recognized primary partition on each hard disk, (2) all logical partitions on each hard disk, (3) any other primary partitions on each hard disk, and (4) the CD-ROM drive and any other forms of removable media.

Generally, all removable media should be assigned drive letters after fixed disks.

Because the CD-ROM is one of the last drives to receive a letter, any partition you create or delete on any of your hard disks affects the drive letter assignment of your CD-ROM drive. Occasionally, the operating system may not assign a drive letter to the CD-ROM drive. If this occurs, complete the steps outlined below.

If you are using Windows 95/98 and Windows 95/98 drivers for the CD-ROM:

- 1 On the toolbar, click **Start** ► **Settings** ► **Control Panel**.
- 2 Double-click **System**.
- 3 Click the **Device Manager** tab.
- 4 Double-click **CD-ROM**.
- 5 Double-click the name of your CD drive.
- 6 Select the **Settings** tab.
- 7 In the **Start drive letter** and **End drive letter** boxes, type or select **Z**. Because the OS assigns all other available drive letters before assigning Z, this ensures that partition changes you make in the future do not invalidate your CD-ROM drive letter.
- 8 Click **OK** to close the **Settings** page.
- 9 Click **OK** to close the **System Properties** dialog.
- 10 When prompted to restart your computer, click **Yes**.

If you are using DOS or Windows 3.x or are loading your CD-ROM drivers under DOS with Windows 95/98:

- 1** Go to a DOS prompt.
- 2** Type `EDIT C:\CONFIG.SYS`.
Your `CONFIG.SYS` file opens in the DOS editor program. Look for this line:
`LASTDRIVE=drive` (where *drive* is any letter of the alphabet). Change *drive* to **Z**.
This allows the OS to assign all drive letters through Z.
- 3** If your `CONFIG.SYS` file does not contain the `LASTDRIVE=drive` statement, you can add it by simply typing `LASTDRIVE=Z`.
- 4** Select **File > Exit**.
- 5** When you are prompted to save the file, select **Yes**. You should be back to a `C:\>` prompt.
- 6** Type `EDIT C:\AUTOEXEC.BAT`.
- 7** Your `AUTOEXEC.BAT` file opens in the DOS editor program. Look for a line that includes the word “`MSCDEX`.” The `/L:drive` parameter (where *drive* is the drive letter assigned to your CD-ROM before you made changes with PartitionMagic) may appear at the end of this line. Change *drive* to **Z**. Because the OS assigns all other available drive letters before assigning Z, this ensures that partition changes you make in the future do not invalidate your CD-ROM drive letter. For more information, type `HELP MSCDEX` at a DOS prompt.

If your computer is on a network, when you log in to the network, the letter “Z” and other letters at the end of the alphabet may be assigned to network search drives. In this case, assign your CD-ROM a letter immediately preceding the last letter used by the network search drives.
- 8** Select **File > Exit**.
- 9** When you are prompted to save the file, select **Yes**.
- 10** When you see the DOS prompt (`C:>`), reboot your machine.

Using PartitionMagic With a SCSI Hard Disk

To use PartitionMagic on a SCSI hard disk, you must have a SCSI controller card that supports software Interrupt 13. Most SCSI controller cards let you enable software Interrupt 13 support in the BIOS through the card. If your SCSI controller card does not, contact the manufacturer to determine if your adapter can support software Interrupt 13. As a general rule, if you are able to use `FDISK` to partition the disk, you will also be able to use PartitionMagic.

PqRP Partitions

If your computer fails during a PartitionMagic operation, you may see a partition that displays as PqRP or PQFLEX in the partition list in the main screen. PartitionMagic flags a partition with a PqRP file system and a PQFLEX label, so you know that the partition has been modified. You should assume that a PqRP partition is not stable. Contact Norton technical support for help in recovering data from a PqRP partition.

Merging Partitions with Different NTFS Version Numbers

PartitionMagic cannot merge partitions that have different NTFS version numbers.

Where do version numbers come from?

The Windows operating system assigns version numbers to NTFS partitions when they are created. Windows NT 4.0 creates version 1.2, Windows 2000 creates version 3.0, and Windows XP creates version 3.1. You cannot change NTFS version numbers for existing NTFS partitions using PartitionMagic.

If you create an NTFS partition using PartitionMagic, the version number for the partition will match the operating system. (For example, if you create an NTFS partition while running under Windows 2000, the partition will be NTFS version 3.0.) If you create an NTFS partition under Windows 9x or with the PartitionMagic rescue diskettes (which run under DOS), the new partition will be NTFS version 3.1.

Be aware that if you are running Windows NT 4.0 (prior to SP6) and you install Windows XP as a second operating system, Windows XP will promote the NTFS partitions to version 3.1, which could make Windows NT 4.0 inoperable. This is a feature of Windows XP and is not related to PartitionMagic.

So if the version numbers don't match, what can I do to fix them?

If you install Windows XP, it automatically “promotes” NTFS partitions to version 3.1. Then you can merge the partitions with PartitionMagic. If you do not want to upgrade to Windows XP, you cannot merge the mismatched NTFS partitions.

Resolving Check Errors

PartitionMagic checks the integrity of a partition thoroughly before making changes to it. The Check for Errors and Info operations perform the same checks and display error messages when they discover problems. For more information, see “Checking Partitions for Errors” on page 50 and “Getting Information About Partitions” on page 56. These checks are similar to those made by an operating system’s CHKDSK, ScanDisk, or AUTOCHK utility.

PartitionMagic also checks a partition after modifying it. While data loss is possible, it is not typical. The problem is usually a minor file system error that CHKDSK /F /R (or ScanDisk, if you are using Windows 95/98) can correct without data loss. For more extensive errors, you may need to restore your files from a backup copy. If problems persist, report the problem to Norton technical support.

If you receive a Check error message on any partition, back up your hard disk and then run your operating system's CHKDSK program on that partition (do not use the /F switch on the initial run). If you have MS-DOS 6.x, Windows 95, or Windows 98, run ScanDisk. CHKDSK and ScanDisk generally discover the same problems as PartitionMagic (except that the DOS CHKDSK program does not detect problems in Extended Attributes).

If CHKDSK or ScanDisk does not show the same errors as the Check for Errors operation, contact Norton technical support.

If CHKDSK or ScanDisk and the Check for Errors operation detect the same errors, which is usually the case, run CHKDSK with the /F switch or run ScanDisk to fix the problems. Then run CHKDSK again without the /F switch to ensure that the partition is error free.

When CHKDSK reports no errors on the partition, run the Check for Errors operation. If PartitionMagic still reports a problem, reformat the partition and restore your files from the backup copy.

Resolving Partition Table Errors

Partition table errors are errors in the 100 - 199 range. In most cases, you must resolve partition table errors by creating new, error-free partition tables. The general steps are: (1) ensure you have no viruses (see below), (2) back up the data on the affected partitions, (3) delete the partitions, (4) recreate them, and (5) restore their contents. You may need to use the FDISK program from a recent DOS version, as earlier versions may refuse to delete HPFS or hidden partitions, and the OS/2 FDISK program may recognize the partition's corruption and refuse to modify it.

In some cases, you can resolve partition table errors manually. Run PartitionInfo to determine the errors on your partitions. Norton technical support can help resolve partition table errors if you e-mail the PartitionInfo report to help@symantec.com. Refer to "Generating Diagnostic Reports with PartitionInfo" on page 115 for additional information about PartitionInfo.

Partition Tables and Viruses

If partition changes made under one operating system are not reflected under another, and vice versa, a master boot record (MBR) virus may be present.

Use a virus check utility that can detect the latest viruses. If a virus is found, data loss is likely. Before removing the virus, boot each operating system and use the Check for Errors operation to evaluate the integrity of the partition. Back up the files on any partition that passes the Check for Errors operation. Then remove the virus and perform the Check for Errors operation on the partitions again. Delete and recreate any partitions that fail the check. Finally, reinstall the operating systems and restore the backup files as necessary.

Partition Will Not Boot After Resizing

Occasionally, resizing a FAT partition displaces the first few files on the partition (such as IO.SYS and MSDOS.SYS if the partition contains an operating system). If you resize a boot partition and then it fails to boot, run SYS.COM from DOS or from the PartitionMagic rescue disks.

Generating Diagnostic Reports with PartitionInfo

PartitionInfo generates a report showing the contents of your hard disk partition table. This information is helpful in resolving various partitioning problems. PartitionInfo is available in English only.

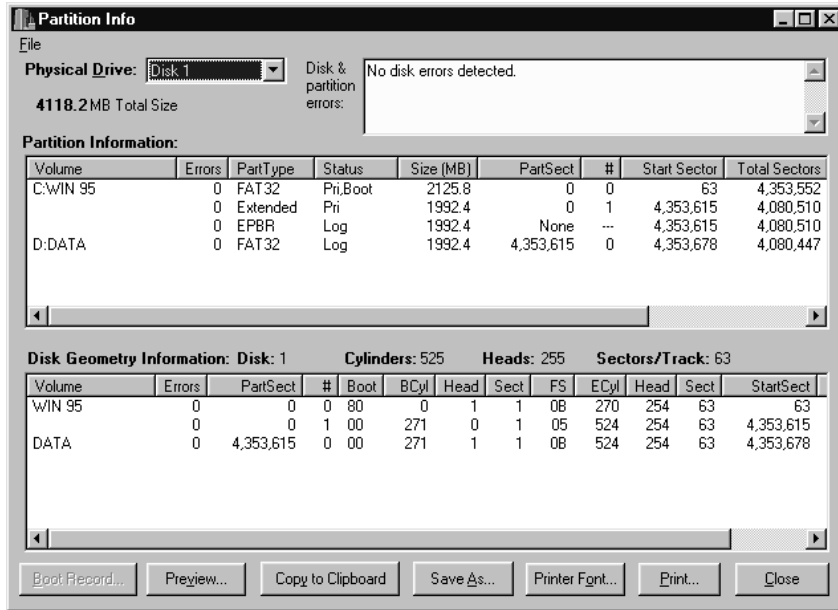
You can run PartitionInfo under Windows 95, Windows 98, Windows Me, Windows NT 4.0 Workstation, Windows 2000 Professional, and Windows XP. If you are using DOS or Windows 3.x, run PARTINFO.EXE (see page 117).

Every time you run PartitionMagic, it creates a snapshot file PQ_DEBUG.TXT that includes information about all the disks and partitions on your machine. The file is saved in the %system root%\Temp directory (for Windows NT/2000/XP) or the Windows\System folder (for Windows 95/98/Me). PartitionMagic also saves up to five previous debug reports, renaming them PQ_DEBUG.001, PQ_DEBUG.002, and so forth, with PQ_DEBUG.005 being the oldest retained file. The debug files may be beneficial for Norton Technical Support if you call Norton for help resolving problems with PartitionMagic.

- 1 Click Start ► Program Files ► Norton PartitionMagic 8.0 ► Norton PartitionMagic 8.0 Tools ► PartitionInfo.**

The PartitionInfo window appears, displaying partition and disk geometry information and disk and partition errors. Disk geometry information includes data

from the master boot record and the extended partition boot records.



Only errors that display in the box near the top of the screen indicate problems. Do not be concerned with Warnings and Infos in the bottom two boxes.

- From the **Physical Drive** drop-down list, select the disk for which you wish to view information.
- You can save the PartitionInfo report as a file, or you can print it.

To do this:

Do this:

Save the report as a file

Click **Save As**. In the Filename box, type a name for the file. Click **Save**. (Columns of information are separated by tabs, so you can open the file in a word processor and easily format the report.)

To change the font for a printed report

Click **Printer Font**. Select the desired font, font style, size, and so forth. Click **OK**.

To change printer setup

Click **File** ► **Printer Setup**. We recommend that you set the page orientation to landscape to avoid text being cut off at the right margin.

To do this:	Do this:
To print a report	Click Print , then click OK .

4 To exit PartitionInfo, click **Close**.

Generating Diagnostic Reports with PARTINFO.EXE

You can also run PARTINFO.EXE from the first rescue disk to get partition information. The PARTINFO program provides essentially the same information as the PartitionInfo program but without the GUI interface.

- 1** Boot the computer to DOS.
- 2** Insert the first rescue disk.
- 3** You have several options for running PARTINFO.

To do this:	Do this:
To display partition information on your screen	Type PARTINFO, then press <Enter>.
To send a report directly to your printer	Type PARTINFO >LPT1 or PARTINFO >PRN, then press <Enter>.
To save the report as a text file on a floppy disk	Type PARTINFO >A:\PARTINFO.TXT, then press <Enter>.

Error Messages and Solutions

PartitionMagic error messages and possible solutions are listed below by number. The messages are also grouped in number ranges by error category.

Miscellaneous Errors (3–38)

#3 Not enough memory

This error can occur when you are resizing, moving, or copying an extremely large partition (60 GB) or when manipulating smaller partitions in DOS with EMM386 loaded. EMM386 limits the amount of memory the program can

access. To solve the problem, modify your CONFIG.SYS file by commenting the EMM386 line. For more information about memory requirements, see “PartitionMagic System Requirements” on page 4.

The DOS PartitionMagic executable requires a minimum of 585 KB of memory in the first 640 KB of the computer’s address space (conventional memory) and 8 MB of total memory. For possible solutions if you have insufficient conventional memory, see “Freeing Memory to Run PartitionMagic under DOS” on page 110.

You may be able to resolve this problem by rebooting to an A: prompt, typing LOCK_C :, and running PartitionMagic from the rescue disks.

#8 Could not allocate/deallocate DOS real mode memory

The DOS PartitionMagic executable running under DOS, Windows 3.x, Windows 95, and Windows 98 requires some memory in the first 1 MB of the computer’s address space (PartitionMagic uses a DOS extender). If not enough memory is available, PartitionMagic cannot access the hard disk. For possible solutions, see “Freeing Memory to Run PartitionMagic under DOS” on page 110.

#27 Cannot lock drive

Under multitasking operating systems such as Windows 95, PartitionMagic must lock a partition before it can safely modify it. If the hard disk contains files that are in use by another process, PartitionMagic cannot lock the partition.

#29 Cannot lock a locked drive

Verify that the partitions you are attempting to modify are not on a locked hard disk.

#34 The Beta version is no longer safe to use

Norton occasionally releases beta versions and evaluation versions of PartitionMagic. Both versions are not as safe as release versions; therefore, Norton builds an expiration date into each version. After a predetermined test period, the beta or evaluation version no longer functions.

Disk Access Errors (40–56)

Errors in the 40–56 number range indicate that accessing your disk is not possible, and often result from hardware problems. Some problems may have simple solutions; for others, the only solution may be replacing the hard disk. When possible, PartitionMagic detects major errors before any changes have been made so you can back up your data before replacing the hard disk.

#45 CRC error in data

When PartitionMagic or any other program reads information off of a hard disk, it checks the CRC (cyclic redundancy check) information contained in each sector. If it performs a CRC test and the result is different from the value stored on that sector, there is a CRC error. This usually means one of two things.

- The file being read has become corrupted by some other means.
- A sector used in the file's storage has become bad and corrupted that part of the stored file.

The solution is to do a surface test to make sure any bad sectors are marked as bad, then reinstall the software involved to ensure that files on the system are not corrupted. You may also want to try running PartitionMagic with an /IRE switch.

#48 Sector not found

This error can be reported when a given sector cannot be read or written to. There are many possible causes.

If you are encountering this error, make sure that your BIOS supports the operating system and hard disk on the system. Also run a thorough ScanDisk on the drive to prevent data from being written to bad sectors.

#49 Write fault

#50 Read fault

(The following information applies to errors 49 and 50.)

PartitionMagic is unable to write to/read from a specific sector on the hard disk. Possible causes include:

- If your PC beeps or displays a black box in the middle of the screen, virus protection is enabled in your computer's BIOS. Disable virus or boot sector protection in the BIOS.
- A virus protection application (which may be a TSR or DLL program) is in use. Disable the application before using PartitionMagic.
- There is a bad sector on the hard disk (this is usually the case only with older hard disks). Run ScanDisk on the hard disk to perform a surface scan to verify the existence of bad sectors. If your drive has bad sectors, we recommend you replace it.
- You have set up disk mirroring with PC-Tools. Disable the disk mirroring option.

Miscellaneous Errors

#70 Windows was deleted

If you are using Windows 3.x, you must create PartitionMagic rescue disks and run PartitionMagic for DOS.

#89 EZ-Drive has been detected on the drive but EZ-Drive is not running

#90 EZ-Drive has been detected on the drive but EZ-Drive is corrupt

#91 Disk Manager has been detected on the drive but is not running

These errors are “first head” errors. They can be resolved with assistance from Norton technical support. Before calling technical support, please type the following at a DOS prompt: `wrprog /bak >x:head1.dat`, where `x`: is one of the drives on your machine.

The `wrprog.exe` file can be found in the `Utility\DOS` folder under your Norton product folder. If you are running under Windows NT and do not have DOS available, you can use the DOS rescue diskettes you created for your Norton software.

#98 Hibernate Windows 2000/XP

#99 Hibernate Windows Me

Hibernation saves the system RAM to a file, then uses Advanced Power Management to shut the system down. When the machine is subsequently booted, the hibernation file is read into RAM, and execution begins where it left off.

A hibernated system assumes when it is booted that the system is in the same state as when hibernation occurred. Any changes made to the system’s hardware (including disks and disk partitions) may cause unexpected results.

See Microsoft’s Knowledge Base article #241354 for more information about making modifications to a system while in hibernation mode.

To avoid this error, shut down your machine normally and then restart.

Partition Table Errors (100–199)

Errors in the 100–199 number range are partition table errors. For general information about resolving these errors, see “Resolving Partition Table Errors” on page 114 and “Partition Tables and Viruses” on page 114.

#100 Partition table is bad

The master boot record (MBR) can contain, at most, one extended partition, and each extended partition boot record (EPBR) can contain, at most, one link to another EPBR. This error occurs when a partition table violates the foregoing

rule. It can also occur if you have more than one active partition. Since any modifications PartitionMagic makes may decrease the amount of data that is recoverable from the hard disk, PartitionMagic does not recognize any of the hard disk's partitions. If you must create new, error-free partition tables to resolve your problem, see "Resolving Partition Table Errors" on page 114 for instructions.

#104 No sectors in partition

No partition should contain zero sectors. Delete the partition before using PartitionMagic.

#105 Partition starts on wrong boundary

The hard-disk partition table contains erroneous values. PartitionMagic expects partitions to begin and end on the correct cylinder boundaries. If they do not, the disk may be partially corrupted. In this circumstance, if PartitionMagic were to make any modifications it might cause the loss of data. Therefore, PartitionMagic refuses to recognize any of the hard disk's partitions. To resolve this problem, see the instructions in "Resolving Partition Table Errors" on page 114.

#106 Partition doesn't start with sector one

See error #105.

#107 Partition begins after end of disk

This error can occur if a partition erroneously extends beyond the physical end of the hard disk. This may happen if the hard disk has been used on a different computer or with a different hard-disk controller or if BIOS settings have been changed. Be advised that the physical geometry of the hard disk may differ from the logical geometry assigned to the hard disk by the operating system.

#108 Partition doesn't end at end of cylinder

See error #105.

#109 Partition ends after end of disk

See error #107.

#110 Partition table number of sectors is inconsistent

The hard-disk partition table contains two inconsistent descriptions of the number of sectors on the hard disk. This error is serious if both DOS and another operating system use the hard disk. Because DOS uses one description and other

operating systems may use the other, data loss is likely once the partition is almost full. To resolve this error, see the instructions in “Resolving Partition Table Errors” on page 114.

#111 Logical partition starts outside of Extended

An extended partition boot record (EPBR) is a sector on the hard disk that contains a partition table. The EPBR partition table is special because it generally only has two valid entries: one for the logical partition and one that is a pointer to the next EPBR. The standard is for the logical partition's entry to be the first entry in the table and the second entry is the pointer to the next EPBR. The third and fourth entries are not used. For some utilities, such as IBM's Boot Manager, the order of these entries is important because the utility expects the first entry to be the logical and the second entry to be the pointer to the next EPBR. If PartitionMagic detects that the EPBR entries are out of order, you will be prompted to fix the error. If you choose to fix the error, PartitionMagic will reorder the EPBR entries for you automatically.

#112 Logical partition ends outside Extended

See error #111.

#113 Partitions overlap

The hard disk partition table contains erroneous values. If data partitions overlap, writing to one may destroy data in another.

This error is sometimes the result of an OS/2 FDISK bug. If free space exists within the extended partition, OS/2's FDISK program allows a primary partition to be created that overlaps the extended partition. A logical partition is subsequently created in the space occupied by the overlapping primary partition.

If a primary partition overlaps the end of the extended partition but does not overlap any logical partitions within the extended partition, the problem can be remedied by patching the partition table. **Only qualified individuals should attempt this repair! An incorrect patch could destroy all data on the hard disk!** In most instances, you should resolve the problem as explained in “Resolving Partition Table Errors” on page 114.

#116 Partition table Begin and Start inconsistent

The hard disk partition table contains two inconsistent descriptions of the partition's starting sector. This error can occur if the operating system reports a hard-disk geometry that is different than the geometry in use when the partition table was written. Possible causes include: (1) different operating systems report different hard-disk geometries, (2) you boot from a diskette that loads a different

driver than is loaded when you boot from the hard disk, (3) upgrading the operating system causes a different driver to be used, (4) the hard disk or controller has been changed, (5) the BIOS has been upgraded, (6) the BIOS LBA setting has been changed, or (7) there is a partition table virus present on the hard disk.

In most instances, you should resolve the problem as explained in “Resolving Partition Table Errors” on page 114. You can also use a virus scanning program to remove any partition table virus. Data loss is possible if the number of heads or sectors per track has changed since you first created your partitions.

#117 Partition’s drive letter cannot be identified

Under OS/2, PartitionMagic must be able to find the drive letter for each partition before modifications can be made. There are various reasons why OS/2 might not be able to find a drive letter for each partition. For example, a driver on your system may change the drive letters from their defaults, or your partitions may not have serial numbers.

You may also see this error when running PartitionMagic under Windows.

The solution is to run PartitionMagic from DOS or from MS-DOS mode (in Windows 95 or Windows 98). When PartitionMagic runs from DOS or from MS-DOS mode, it does not need to be able to find the drive letter for each partition. Thus, if the problem indicated by this error message is the only problem, PartitionMagic can run successfully.

#120 The logical drive chain is incompatible

This error occurs under some operating systems when logical partitions are not chained together in the expected order. DOS, OS/2, Windows 95, Windows 98, and Windows NT require that logical partitions be chained together in ascending order. Some other operating systems do not require this. For example, some versions of the Linux FDISK utility chain logical partitions together in the order they are created. This error message identifies a very dangerous situation; using the DOS FDISK in this situation can cause loss of one or more partitions.

For solutions to this problem, see the instructions in “Resolving Partition Table Errors” on page 114. If you decide to back up your data and recreate your partitions, you may have to use the same partitioning program that you used to create the partitions in order to delete them. Norton recommends recreating the partitions with DOS FDISK or PartitionMagic.

#121 The first sector of the drive cannot be read

The first sector of the hard disk (cylinder 0, head 0, sector 1) contains the master boot record (MBR) and the primary partition table. PartitionMagic cannot make changes to this hard disk because an error occurred when it read the first sector. See error #50 for information on resolving this error.

#122 A bad sector was found in the current or new partition area

The partition cannot be moved safely because there is a bad sector in the new or current partition area. When you see this error message, the move operation is aborted before any corruption can occur. Try moving the partition to a different place. Run ScanDisk or CHKDSK /F with a surface scan before continuing. If your hard disk has bad sectors, we recommend that you replace the hard disk.

#140 Overlapping partitions found. No partitions can be undeleted.

Two or more deleted file systems were found in the unallocated space. However, each file system claims space that another file system also claims. There are no other partitions that can be undeleted.

Check Errors (500–599)

Check errors occur when PartitionMagic checks the integrity of a partition. For general information about resolving these errors, see “Resolving Check Errors” on page 113.

#500 Subdirectory is corrupted

This error message reveals the name of the corrupted subdirectory. Back up the contents of that directory and its subdirectories. You can then delete the corrupted subdirectory.

#501 Cross-linked files were found

Multiple files claim the same clusters. PartitionMagic can fix this error when it occurs on an NTFS partition. For more information, see “Checking Partitions for Errors” on page 50. PartitionMagic lets you fix this error by: (1) copying the shared clusters to each affected file, (2) deleting all affected files, or (3) keeping one file and deleting the other affected files.

#506 Not enough free space on partition to shrink

Some free space (which is dependent on the hard disk’s current contents) is required to resize a partition smaller. Delete unneeded and duplicate files in the partition and then attempt the operation again.

#508 As specified, the operation does not change the partition

You have entered a value that is the same as or (when rounded to the required cylinder boundary) rounds to the same as the partition's present value. Enter a larger change.

#509 A bad sector was detected in the current or new FS area

In order to perform the resize operation that you requested, PartitionMagic attempted to expand the file system area. However, the program found a bad sector in the new area. Try moving the partition before you resize it. No corruption occurs when you encounter this error.

#510 The version of the file system is not supported

An updated version of PartitionMagic is required to operate on this new version of the file system. Visit www.symantec.com for information about updated versions of PartitionMagic.

Batch Errors (600–633)

#600 Batch file could not be opened

#601 Error trying to write batch file

#602 Batch file not found

PartitionMagic lets you specify a series of changes you want to make to your partitions, and then executes all the changes when you click **Apply**. At this point, PartitionMagic writes out a command list file (called a “batch file”) to disk in preparation for execution, and then reads the file upon execution (immediately if a lock can be secured on all impacted partitions, or in a special “reboot” mode after rebooting your computer if not all locks can be secured). In the Windows 95, Windows 98, and Windows NT Workstation versions of PartitionMagic, the batch file is located in your Windows\System directory. In the DOS versions, it is located in the directory from which PartitionMagic is running. The batch filename is PQ_SM40.PQB.

If the batch file cannot be created, cannot be written, or cannot be located when PartitionMagic attempts to execute the command file, the above error messages appear. If you are running PartitionMagic from rescue disks, ensure they are not write-protected. If you cannot determine the source of the problem, contact Norton technical support.

#603 Unknown batch operation

The batch file contained an operation unknown to PartitionMagic. Contact Norton technical support.

#625 Batch structure has changed

Generally error 625 only occurs when the system needs to go into boot-mode to execute your commands. A 625 error occurs when your disk geometry is seen differently in your native Windows version of PartitionMagic than it is in the boot-mode version. For security reasons, PartitionMagic cannot apply your changes without risking data loss.

One common configuration that will cause a 625 error is a system that has a hard disk (such as a SCSI or removable drive) that is visible in Windows but that cannot be seen in the boot-mode environment.

Some possible solutions include:

- Make sure the operation executes in native Windows mode (without resorting to boot-mode execution). PartitionMagic will only go into boot-mode if it cannot lock a partition (that is, if there are any open files on the partition). Try to confine all operations to drives PartitionMagic can lock before clicking the **Apply Changes** button.
- Change the configuration of the offending disk (most likely the SCSI or removable drive) by changing the BIOS setup for that disk. Doing so will ensure that the native and boot-mode environments detect identical hard disk configurations. If this does not work, you can try temporarily disabling the offending disk.

This error usually indicates that some other application has modified your disk configuration while you were running PartitionMagic. Make sure no other applications are loaded while PartitionMagic is running.

User Interaction Errors (950–999)

#950 Unable to detect any disk drives

No partitionable hard disks were found on your computer. Diskette drives and many removable media drives do not support partitioning. PartitionMagic cannot perform operations on disks in such drives.

#951 An invalid value was entered

The value entered is outside the range or (when rounded to the required cylinder boundary) rounds to a value that is outside the range for the operation specified. Check the displayed range and reenter the value.

#952 Value entered is the same as the current value

See error #508.

#963 Selected operation is currently invalid

Not all PartitionMagic operations can be performed on all partitions. For example, you cannot create a partition if there is not enough unallocated space on the hard disk.

Options that are not available either do not appear on the menus or they appear dimmed. Refer to the relevant information in this user guide or the online Help for restrictions that explain why an operation is not available.

#968 Incorrect Volume Label entered, Deletion not performed

To delete a partition, PartitionMagic requires you to enter that partition's volume label. If the volume label you enter does not match the volume label of the partition you want to delete, this error appears.

#969 Incorrect Volume Label entered, Unable to proceed.

To format an existing partition, PartitionMagic requires you to enter that partition's volume label. If the volume label you enter does not match the volume label of the partition you are attempting to format, this error appears.

#970 Invalid Bad Sector Check value specified

This error occurs only in the enterprise version of PartitionMagic from a running script. If the script command SET DEFAULT BAD SECTOR TEST STATE is not followed by either ON or OFF, this error appears.

#971 The label entered was too long

When you enter a volume label, the process that checks the validity of the label displays this message if the label is too long. The label must be no longer than 11 characters.

#972 Invalid characters in the label

When you enter a volume label, the process that checks the validity of the label displays this message if the label has characters that are invalid. Invalid characters include the following: [* ? : < > | + = ; \ / " ' ,].

#973 Volume Label cannot have leading spaces

When you enter a volume label, the process that checks the validity of the label displays this message if you enter a label in which a space or spaces are the leading characters.

#974 Root size specified was not in the valid range

This error occurs only in the enterprise version of PartitionMagic from a running script. If you use the Create, Format, or Resize Root operations, and the number of root entries specified is not within the acceptable range for that partition, this error appears. Generally, the valid range is from 64 to 1,024.

#975 The cluster size specified was invalid for this partition

This error message displays only in the enterprise version of PartitionMagic from a running script. Many commands have a cluster size option. If a script command specifies an invalid cluster size (for the type and size of the partition), this error appears.

#976 Cannot create the file system specified in the current space

This error message displays only in the enterprise version from a running script. When you use the Create or Format commands, you must also choose a file system type. If the file system or partition type you specified cannot be created in the space available, this error appears.

#977 Partition selected is invalid

This error message displays only in the enterprise version of PartitionMagic from a running script. If the partition selected from the Select Partition command is not a valid partition, this error appears.

#978 Unable to set to proper partition after last operation. Script halted.

This error message appears only in the enterprise version of PartitionMagic from a running script. After each operation, PartitionMagic ensures that the right partition is still selected. If PartitionMagic is not able to select the proper partition, it ends script processing and displays this error.

#986 Unable to get information for the specified partition

PartitionMagic reports this error most commonly when MS-DOS-based terminate-and-stay-resident programs (TSRs) are running in the background. These TSRs will be located in the Config.sys or Autoexec.bat files.

One such TSR is the SUBST command. The SUBST can be used to associate a path with a drive letter. This creates a “virtual drive” that can be accessed as an additional local drive. The SUBST command is classified as a “dirty” or “deadly” TSR, and cannot be loading at the same time that PartitionMagic is loading.

To solve the problem, you must remark out the Config.sys or Autoexec.bat line that is loading the SUBST command. This command can be reinstated after running PartitionMagic.

There are other “dirty” or “deadly” TSRs that may cause a problem. If you are experiencing this error and are not using the SUBST command, find and remark out any of the following commands: Join, Append, or Assign.

This error can also be reported if your C: drive is compressed. If the C: drive is compressed, you will need to either uncompress the drive, or run PartitionMagic from the rescue diskettes.

This error can also be caused by multiple partition table errors. If any of the above solutions do not apply, run PartitionInfo and send the report to Norton technical support. Refer to “Generating Diagnostic Reports with PartitionInfo” on page 115 for information about PartitionInfo and PARTINFO.

#993 Partition contains open files. Use the operating system check utility.

To fix this error, disable any anti-virus programs on your system and run a thorough ScanDisk. You cannot use the Check for Errors operation on a partition with open files.

NTFS Check Errors (1500–1699)

Errors 1500–1699 are NTFS-specific check errors, which can occur when PartitionMagic checks the integrity of a partition. PartitionMagic can fix certain errors when you perform the Check for Errors operation. For more information, see “Checking Partitions for Errors” on page 50 and “Resolving Check Errors” on page 113.

In this section, “attribute” does not mean read-only, hidden, system, etc. Rather, “attribute” means one of a file’s data streams.

#1501 Wrong version of NTFS

The partition was created using a version of the NTFS file format that PartitionMagic cannot work with.

#1503 Bad NTFS cluster size

The NTFS cluster size must be 512, 1,024, 2,048, 4,096, 8,192, 16,384, 32,768, or 65,536 bytes.

#1512 Restart record mismatch

The two restart entries in the journal file are different. This may happen if Windows NT Workstation is not properly shut down. To fix this problem, restart Windows NT Workstation and shut it down using the Shut Down command.

#1513 Bad attribute position in file record

This error can often be resolved by running CHKDSK /F on the affected disk. For instructions on running CHKDSK, see Symantec Solution [How to Run Microsoft CHKDSK from the Command Line](#).

If running CHKDSK /F does not help, please send the following items to Norton Technical Support:

- A debug report. See Symantec Solution [Running a Debug Report](#).
- A PARTINFO report. See “Generating Diagnostic Reports with PartitionInfo” on page 115.
- The information outlined in Symantec Solution [Information Needed for a Trouble Report](#).
- If possible, an image of the machine or the actual hard disk, so Norton developers can examine the source of the issue more closely.

#1516 Partition improperly dismounted

The partition dirty flag is set in a restart record in the journal file. This error may have been caused by a power failure or system crash while the Windows NT operating system was writing the partition.

This problem can often be resolved by running CHKDSK /F on the affected drive. For instructions on running CHKDSK, see Symantec Solution [How to Run Microsoft CHKDSK from the Command Line](#).

If running CHKDSK /F does not help, please send the following items to Norton Technical Support:

- A debug report. See Symantec Solution [Running a Debug Report](#).
- A PARTINFO report. See “Generating Diagnostic Reports with PartitionInfo” on page 115.
- The information outlined in Symantec Solution [Information Needed for a Trouble Report](#).
- If possible, an image of the machine or the actual hard disk so Norton developers can examine the source of the issue more closely.

#1527 Bad update sequence number

A buffer contains mismatched update sequence numbers. This error may have been caused by a power failure or system crash while the Windows NT operating system was writing to the partition. Reboot Windows NT Workstation and execute CHKDSK /F to repair the damage.

#1529 Information mismatch in directory entry

A file attribute stored in a file record is different from the attribute stored in its directory entry. If this error is in a system file (file 0–10), Windows NT CHKDSK does not fix it, but Windows NT rebuilds the root directory on the partition the next time the operating system is started.

#1538 Can't find contiguous space to move

The partition does not contain enough contiguous free space to hold the new copy of a file that must be contiguous. You normally encounter this error when you use the Resize option to resize a partition smaller.

#1539 File size mismatch

The size of a system file (file 0–15) recorded in its file record does not match either the size recorded in its directory entry in the root directory or the size of its data stream.

#1544 External attribute list in external attribute

An external file record has an external attribute list.

#1545 File attributes out of order

The attributes in a file must appear in order of increasing numeric type.

#1546 Attribute neither resident nor nonresident

The attribute resident flag has a value other than resident or nonresident.

#1547 Wrong run limits

A run has more clusters than the difference between its highest and lowest cluster.

#1548 File table has fewer than 16 entries

The file table must have at least 16 entries.

#1549 File table has more than 4 billion entries

The file table must have fewer than 4 billion entries.

#1604 File's parent does not contain the file

The file's parent directory does not contain a reference to the file, or a file's size, date, or time information does not match the file's parent directory information. This error can be fixed when you perform the Check operation. For more information, see "Checking Partitions for Errors" on page 50. When you fix this error, PartitionMagic updates the file's parent directory information.

#1609 Lost cluster(s)

The volume bitmap shows clusters as being used which are not used (no file claims them). This error can be fixed when you perform the Check operation. For more information, see "Checking Partitions for Errors" on page 50. PartitionMagic lets you fix this error by either deleting the lost clusters or by saving them in a file in the root directory. The filename is FILEXXXX.PQE, where XXXX is a number between 0000 and 9999.

#1630 Inconsistent sizes in attribute header

File size information is incorrect. This error can be fixed when you perform the Check operation. For more information, see "Checking Partitions for Errors" on page 50. When you fix this error, PartitionMagic computes the correct file size information.

#1644 Bad system file sequence number

A system file has a bad sequence number. System files must have a sequence number from 1 to 15. A partition with this problem may pass Windows NT CHKDSK, but Windows NT does not mount the partition the next time the operating system is started.

#1647 Error in root directory index

There is an error in the root directory's index. Running Windows NT CHKDSK does not fix this problem, but Windows NT automatically rebuilds the root directory on the partition the next time it is started.

#1681 Data is compressed or sparse

There are compressed or sparse files on an NTFS file system that is being converted to FAT. Since FAT does not support sparse files and the compression technique used by Windows NT/2000/XP on the FAT file system is different than that used with NTFS, the compressed and sparse files would be unreadable if the conversion were performed.

When this error occurs on a Windows XP system, you can often fix the problem by disabling the Windows System Restore feature. To do this, right-click **My Computer**, select **Properties**, click the **System Restore** tab, and place a mark in the checkbox next to **Turn off System Restore** on all drives.

If the error occurs on a Windows NT or Windows 2000 system, or if turning off System Restore in XP does not solve the problem, perform the following:

- 1 In Windows, bring up a command prompt window.
- 2 Change to the root directory of the affected drive.
- 3 Type the following at the command `COMPACT /U /S /A /I /F *.*.*`.

IMPORTANT! This command uncompresses all the files in the partition you run it on. Consequently, you should have ample free space in the partition to accommodate the larger file sizes. Also, depending on how many files are compressed, this process can be quite time consuming. If you need to abort the process at any point, press <Ctrl+C> inside the command prompt window.

- 4 After the uncompression process is complete, perform a search for the file EGA.CPI.
- 5 When you find the file, right-click on it, select **Properties**, click **Advanced**, and verify that the file is uncompressed.

You should now be able to perform the file system conversion without getting Error 1681.

If you still receive the error, try locating and uncompressing the particular file that is referenced in the Error 1681 message by its FRS number (the first number that is not enclosed in parentheses). To do this:

- 1 Download the file **BTini.zip** from `ftp://ftp.symantec.com/public/english_us_canada/tools/pq/utilities`, then unzip the file.
- 2 Copy the BTINI.EXE file from the directory where you unzipped the **BTini.zip** file to a floppy diskette.
- 3 Boot to the PartitionMagic rescue disk 1. When prompted for disk 2, insert the floppy diskette containing BTINI.EXE, and press <Enter>.
- 4 Press <Ctrl+C> to halt the rescue disk batch process.
- 5 At the A:\ prompt, type `BTINI /SHOW`.

This command displays the partition ID for the NTFS partition.

6 Now enter the following command:

```
BTINI /FRS <partition ID for the NTFS partition>:<FRS  
number displayed in the Error 1681 message>
```

This command returns the filename associated with the FRS number referenced in the Error 1681 message.

7 Reboot the computer to Windows and search for the file reported by BTINI.

8 Uncompress or unencrypt the file.

You can also copy the file to another location and then delete it from its original location. After PartitionMagic has completed the conversion operation, you may then copy the file back to its original location.

For more information on using the BTINI utility (in English), please see Symantec Solution [BTini and PQFile Syntax and Uses](#).

If Error 1681 is still reported after you have tried all the preceding steps, then reboot Windows, search for compressed files manually using Windows Explorer, and uncompress the files you find. For instructions (in English) on how to do this, see Symantec Solution [Uncompressing Files in Windows NT, 2000, and XP](#).

#1687 An object index is present

A file with an object index created by Windows 2000 was found. For example, users may have been assigned disk space quotas. When converting a partition to FAT or FAT32, this information will not be saved, since FAT and FAT32 file systems do not support object indexes. (The FRS number for the compressed file found is shown.)

FAT Check Errors (2000–2099)

Check errors occur when PartitionMagic checks the integrity of a partition. For general information about resolving these errors, see “Resolving Check Errors” on page 113.

#2001 FAT copies are not identical

Run ScanDisk to fix this error.

This problem may also be caused by a virus. Run a virus checker and remove the virus if possible.

#2002 There are invalid entries in the FAT

This error can generally be fixed by running a thorough ScanDisk on the partitions reporting the error.

#2003 File size does not match FAT allocation for file

Run ScanDisk or CHKDSK to fix this error.

#2005 One or more lost clusters are present

Run ScanDisk or CHKDSK to fix this error.

#2012 Formatted FAT file system too big for partition

This error can occur when:

- The number of sectors in the partition is larger than 65,536, and the bsHugeSects field of the boot sector (“Big total number of sectors” in Norton’s DISKEDIT utility) shows that there are more sectors in the partition than the partition table shows.
- The number of sectors in the partition is less than 65,536, and the bsSects field of the boot sector (“Total sectors on disk” in Norton’s DISKEDIT utility) shows that there are more sectors in the partition than the partition table shows.

This situation can result in data loss when the FAT file system tries to use space outside the partition that does not exist or that belongs to another partition. Since file data may exist outside the partition boundary, you cannot fix the problem by simply patching the boot sector.

To correct the error, back up all data on the partition, delete the partition, recreate the partition, and restore the data. Alternately, it has been reported that you can use Norton Disk Doctor to fix this problem.

#2013 A component of FAT geometry is bad

This error can occur when:

- The number of clusters on the hard disk is greater than the FAT limits allow. This can result from bad values in the boot sector for the number of sectors, FATs, root entries, reserved sectors, and sectors per cluster.
- The number of sectors in the FAT is not large enough to hold the number of clusters present on the hard disk.

A qualified consultant may be able to fix the hard disk by performing simple patches. Alternately, you can back up the data on the partition, delete the partition, recreate the partition, and restore the files.

#2024 The OS/2 Extended Attribute file is corrupt

This error only occurs if you are running OS/2 and a program mistakenly writes to or overwrites the OS/2 Extended Attribute file. If this error occurs, you should back up your data, delete the partition, recreate the partition, and restore your data.

#2027 Too many root entries in the FAT32 partition to convert it to FAT16

Long filenames may be causing this problem, since they use multiple entries per file. To fix this error, move some of the root directory entries into a subdirectory and defragment the disk.

#4002 No valid NetWare volumes signature in volume definition table

See error #3.

BootMagic Errors (8000-8999)

These errors are “first head” errors. They can be resolved with assistance from Norton technical support. Before calling technical support, please type the following at a DOS prompt: `wrprog /bak >x:head1.dat`, where `x:` is one of the drives on your machine.

The `wrprog.exe` file can be found in the `Utility\DOS` folder under your Norton product folder. If you are running under Windows NT and do not have DOS available, you can use the DOS rescue diskettes you created for your Norton software.

Operating System Errors (over 10,000)

Any number over 10,000 indicates an operating system error. To determine the number of the operating system error, subtract 10,000. (For example, $10,032 - 10,000 = 32$) Consult your operating system documentation for information about resolving the error.

Exit Code 12

PartitionMagic needs free sectors in track 0 to install the virtual floppy file that applies operations in boot mode. If PartitionMagic cannot find free sectors in track 0, it returns this exit code.

If you encounter this error, the following steps should resolve the problem.

1 Download the **head.zip** file from ftp.symantec.com/public/english_us_canada/tools/pq/utilities/ , and unzip it to a folder on your hard disk.

2 Bring up a command prompt, change to the folder where you unzipped the head.zip file, and type `MBRutil /SH=head0.dat`.

This creates a backup of the first head (head 0) of your hard drive, which you can restore if something goes wrong when you run the Wipetrk.exe program. NOTE: The command to restore the first head is `MBRutil /RH=head0.dat`.

3 At the command line, type `Wipetrk`.

This clears out everything on your hard drive between bytes 512 and 32255 (the location of the data that is causing exit code 12).

If this does not resolve your issue, you should run PartitionMagic from rescue diskettes.



Service and Support Solutions

The Service & Support Web site at <http://service.symantec.com> supports Symantec products. Customer Service helps with nontechnical issues such as orders, upgrades, replacements, and rebates. Technical Support helps with technical issues such as installing, configuring, or troubleshooting Symantec products.

Methods of technical support and customer service can vary by region. For information on support offerings in your region, check the appropriate Web site listed in the sections that follow.

If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

Customer service

The Service & Support Web site at <http://service.symantec.com> tells you how to:

- Subscribe to Symantec newsletters.
- Locate resellers and consultants in your area.
- Update your product registration.
- Find out about orders, returns, or a rebate status.
- Access Customer Service FAQs.
- Post a question to a Customer Service representative.
- Obtain product information, literature, or trialware.

For upgrade orders, visit the Symantec Store at: <http://www.symantecstore.com>

Technical support

Symantec offers two technical support options for help with installing, configuring, or troubleshooting Symantec products:

- Online Service and Support

Connect to the Symantec Service & Support Web site at <http://service.symantec.com>, select your user type, and then select your product and version. You can access hot topics, Knowledge Base articles, tutorials, contact options, and more. You can also post a question to an online Technical Support representative.

- PriorityCare telephone support

This fee-based (in most areas) telephone support is available to all registered customers. Find the phone number for your product at the Service & Support Web site. You'll be led through the online options first, and then to the telephone contact options.

Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued 60 days later. Technical information may still be available through the Service & Support Web site at: <http://service.symantec.com>

Subscription policy

If your Symantec product includes virus, firewall, or Web content protection, you may be entitled to receive updates via LiveUpdate. Subscription length varies by Symantec product.

After your initial subscription ends, you must renew it before you can update your virus, firewall, or Web content protection. Without these updates, you will be vulnerable to attacks.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Simply follow the instructions on the screen.

Worldwide service and support

Technical support and customer service solutions vary by country. For Symantec and International Partner locations outside of the United States, contact one of the service and support offices listed below, or connect to <http://service.symantec.com> and select your region under Global Service and Support.

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