



Home & Office Computer Services  
803 Forest Street  
Hartford WI 53027

262 673-9486 262 224-2486 [murph@netwurx.net](mailto:murph@netwurx.net)

## **Defrag Utility Problems:**

The most common problem with running the Windows defrager is that it repeatedly restarts from the beginning and never runs long enough to finish. This is caused by other programs that are running, usually in the background, that write to the hard drive that is being processed. The defrag utility dutifully restarts to make sure it has everything "all in a row".

The solution is to run the utility without running the other programs. This is accomplished by starting Windows in "Safe Mode". Here is a step by step procedure...

1. From a cold start or while the system is restarting, and while the screen is still black with some text being displayed, press "F8" repeatedly about once a second. If you see the Windows flash screen, you missed it. Let it finish booting and try again.
2. Eventually a menu will be displayed with "Safe Mode" as one of the options. Use the number keys or the up/down arrow keys to select "Safe Mode". You may have to hit the "Enter" key.
3. The system will continue starting. Click "OK" in the dialog box that tells you that the system is in "Safe Mode"
4. When the desktop comes up it will look strange because the number of colors and the resolution are set to the minimum values.
5. Click "Start".
6. Navigate through "Programs, Accessories, System Tools" to the Disk Defragmenter, and double click on it to start it.
7. If you want to see the progress graphically, click the "Details" button.
8. When the defrager finishes, restart the system. It will come up normally.

**That's it.**