

# Troubleshooting Scannerz™

## *Overview*

This document will address problems that a user may encounter while installing Scannerz and problems that may occur during the use of Scannerz. In the latter case, some of the problems may not be problems at all, but rather the way Scannerz operates. If error dialogs appear during a test or at the start of the test, please find the corresponding dialog in Appendix A of the users manual which will describe the problem and how to deal with it.

## **Installation Problems**

Please review the installation procedures in this manual before assuming something has gone wrong with your installation.

Installation problems typically occur in the following situations:

1. A version of Scannerz is already installed, or for some reason directories have been created using the "Scannerz" name. Scannerz will not overwrite any programs or create any directories if they already exist. If such items exist, they must either be deleted or renamed before Scannerz will install itself onto your hard drive.
2. There are missing applications or directories. This is rare, but it can happen if a system administrator is restricting access to certain directories or applications on your system. In such cases, the system administrator will need to restore these directories or files to your system.
3. Your system is out of hard disk space, or it doesn't have enough left to install Scannerz. If there's insufficient disk space, items must be removed to provide Scannerz with enough space to install.
4. Your system doesn't have enough available memory to install Scannerz. For this problem to occur, you either need to increase the amount of memory in your system, or terminate as many applications as possible and attempt a Scannerz re-install. Please see the chapter 1 of this manual for system requirements.
5. Administrator I.D. and password are unknown. Scannerz does its tests at a low level using root or superuser access because it essentially circumvents the operating system. In order to be installed to perform this, these accounts and passwords are required. The only solution in this case is to contact the person responsible for administering your system and have them give you this information or do the installation for you.

6. Some applications and/or directories install, but others fail. This condition can occur if the previous installation was terminated by either a power failure, a forced exit, or a partial removal of some components. In this case, it's best to follow the procedures in chapter 1 for removing Scannerz and attempt a complete re-install.
7. Your hard drive is already failing and can't install Scannerz. If your hard drive is in the process of failing, Scannerz may fail to install. If you purchased a USB version of Scannerz, use it to scan your drive prior to installing and if problems are found, this is likely the problem. If you purchased the software-only version of Scannerz, contact your system administrator and have them attempt to install Scannerz on a temporary device (such as a USB flash drive) and then create a symbolic link from the directories identified in the installation section of this manual to the removable media. This too, could fail if the drive is bad, but it might work.

## **Problems Using Scannerz**

1. Scannerz appears to “lock up” during some sections of tests. If Scannerz detects errors it will try numerous retries before deciding the disk section being evaluated is bad. During this time, it can conceivably appear to not only be frozen, but completely lock up the operating system. This is normal operation, but it does indicate there are problems with your system. Allow Scannerz a few minutes and see if it continues with the test. Also monitor the error counts and see if there are errors. If errors are significant, it might be best to terminate the test because the drive may have damage that's too extensive to repair. See the section on dealing with problem drives in this manual for further details.
2. The Scannerz progress bar during a surface scan freezes and then jumps ahead. Unless the “Probe Into Bad Section” option has been selected, once Scannerz detects an error it jumps ahead to the next scan section, hence causing the progress indicators to jump as well.
3. Scannerz doesn't see a drive. Scannerz uses the “Disk Utility” at start up to get a list of hard drives, and if “Disk Utility” doesn't see them, Scannerz ignores them. Scannerz will also not see optical drives because it's been deliberately programmed to ignore them.
4. Scannerz can't distinguish between multiple, identical FAT based drives. Scannerz is intended for use on Mac OS ® and identifies drives using their UUIDs, sizes, partitioning, etc. Some of this information is lacking from FAT based schemes. If multiple FAT based drives are installed and they all have the exact same size, Scannerz will treat them identically. Because FAT drives are typically associated with MS-DOS® and the Windows ® operating system, we consider the likely hood that this scenario would exist to be very rare since it's unlikely too many (if any) people would have

such a configuration scheme connected to a Mac. This is a bug in Scannerz that may or may not be fixed by SCSC.

5. Scannerz is producing an extremely high number of irregularities on a drive that appears to be in perfect working order. This can be caused by any of the following:

- The drive is a USB 1.0 drive, which Scannerz doesn't support
- The drive is a network drive and the user is unaware of it. Scannerz doesn't support networked drives.
- The drive is part of an array of hard drives which are unsupported.
- Another program is running which is seizing excessive CPU and disk access time. Scannerz and the core OS should be the only things running when Scannerz is performing a test.
- The drive or its associated hardware has problems but the user is unaware of it.

When dealing with USB drives, remember that some of the older Mac's, such as the Titanium series of PowerBooks® used USB 1.0 or 1.1 ports. Additionally, some older external drives, although they will run on USB 2.0 ports, may have USB 1.0 or 1.1 speed limitations.

SCSC's web site at contains contact information for registered users of Scannerz. Their web site address is:

<http://www.scsc-online.com>

All Software and Computer Systems Company, LLC logos are a trademark (TM) of Software and Computer Systems Company, LLC. Scannerz and FSE are trademarks (TM) of Software and Computer Systems Company, LLC. All software produced and licensed by Software and Computer Systems Company, LLC is copyright© Software and Computer Systems Company, LLC 2005 – 2011. The contents of all pages and images contained in this document are copyright© Software and Computer Systems Company, LLC, 2010–2011.

Apple is a trademark of Apple Inc., registered in the U.S. and other countries. Apple Macintosh and MacOS are registered trademarks of Apple Inc, in the U.S. and other countries. PowerPC™ is a trademark of International Business Machines Corporation. Windows is a registered trademark of Microsoft Corporation in the United States and other countries. Intel, Intel Core, and Xeon are trademarks of Intel Corp. in the U.S. and other countries. UNIX is a registered trademark of The Open Group.