How to fix the System_Disk exception error

Applies to:

Platform	*OS version*	*WinPAC/ViewPAC utility version*
WP-8x3x	*V1.6.1.1 and before*	*All versions*
WP-8x4x	*V1.3.0.1 and before*	*All versions*
VP-25W1	*V1.1.1.0 and before*	*All versions*
VP-23W1	*V2.2.0.0 and before*	*All versions*
WP-5000	*V2.2.0.0 and before*	*All versions*

The reason for the System_Disk exception error:

If the system is **defragmenting** (*Note1) the System_Disk, and the device is turned off or loses power suddenly, the **File allocation table (FAT)** possibly cause damage to the System_Disk and will result the exception error similar to that described below.

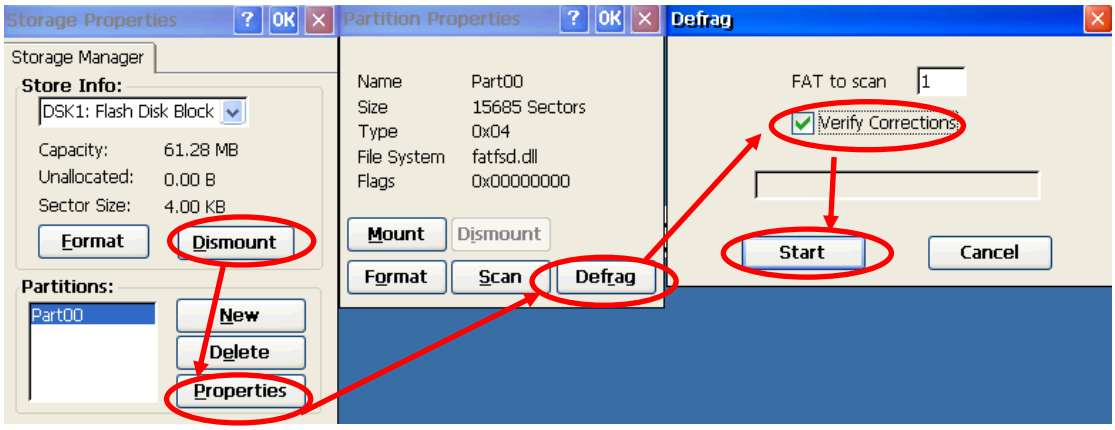
Situations that cause a System_Disk exception error:

Situation:

1. Locate the error that occurs when accessing files on the System_Disk:
   - Cannot save or copy files to the System_Disk.
   - Cannot delete files.
   - The file disappears after be copied to the System_Disk.
   - All files disappear from the System_Disk.

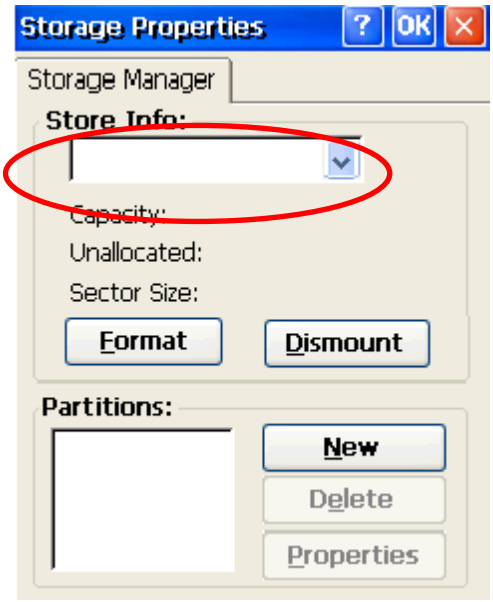
2. The capacity of the System_Disk that has been used is different to the actual capacity that has been used.

3. After using the **defrag** function in the Storage Manager, an exception occurs:
   Click Control Panel->Storage Manager->Dismount->Properties->Defrag->Verify Corrections->Start.



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4. The System_Disk disappears from “my device” and the ”DSK1: Flash Disk Block” item also disappears from the Storage Manager.

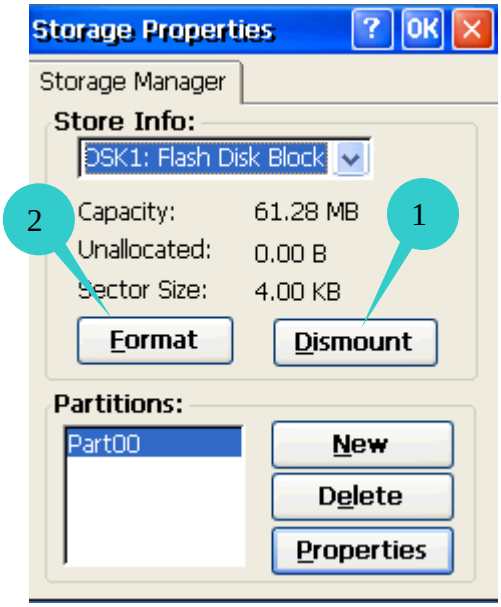


Solution:

For situations 1、2、3 solution 1 can be used. For situation 4, use solution 2 to rebuild the **File allocation table (FAT)** for the files on the System_disk.

Solution 1:

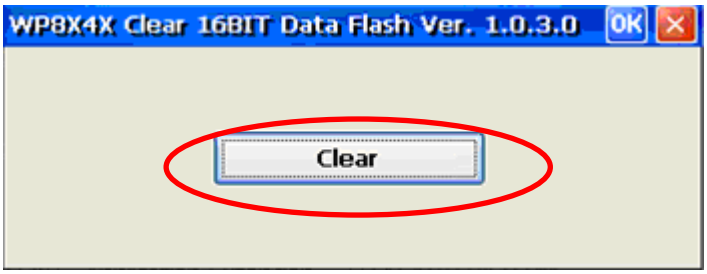
Click Control Panel->Storage Manager->Dismount->Format.
After formatting, make sure the statue of System_disk is normal. If the statue of System_disk is not normal, use solution 2.



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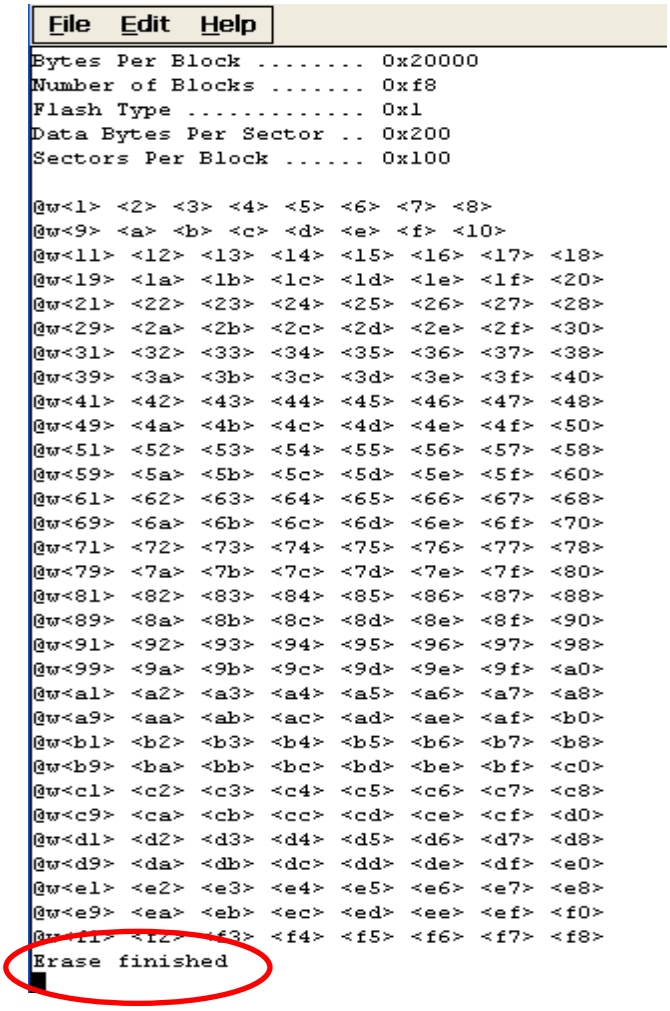
Solution 2:

Execute the clearflash_16bit_dataflash.exe program and click the clear button.



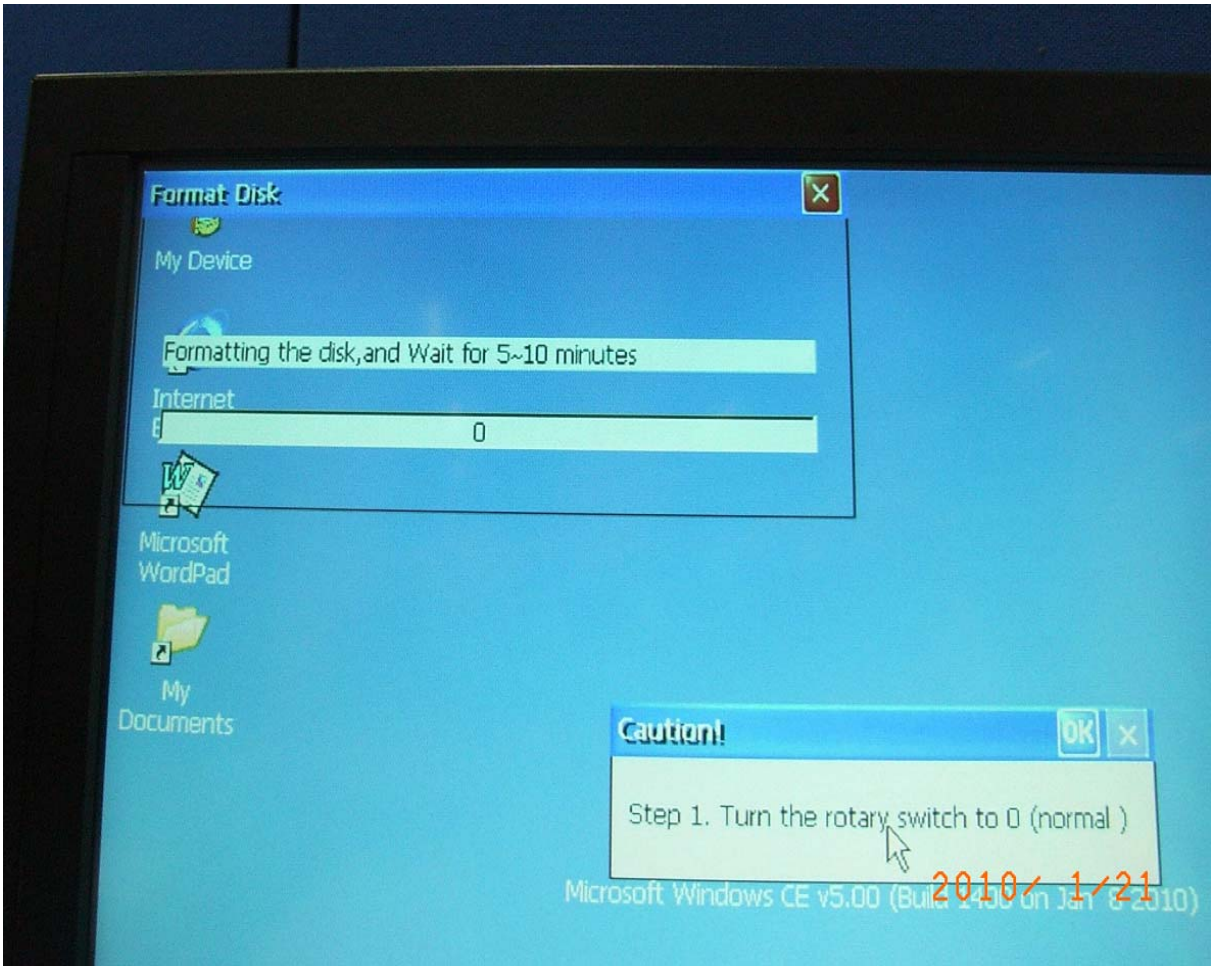
The clearflash_16bit_dataflash.exe can be found at:
ftp://ftp.icpdas.com.tw/pub/cd/winpac/napdos/wp-8x4x_ce50/misc/clearflash/intel/clearflash_16bit_dataflash.exe

Wait a few minutes for the System_Disk to be erased, and then reboot the WinPAC after erasing has completed.



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After rebooting, the monitor will become **WHITE** for a while, and then reboot your WinPAC **again**. Formatting of the System_Disk will take 5~10 minute.



Suggestion:

1. Do not frequently access the files on the System_Disk. If the System_Disk is going to be **defragmented**. Do not turn off the device or do not cause power to be lost suddenly, the **File allocation table (FAT)** will possibly be damaged. If you still want to frequently access the files on the System_Disk, do not turn off the device when RUN led is blinking.

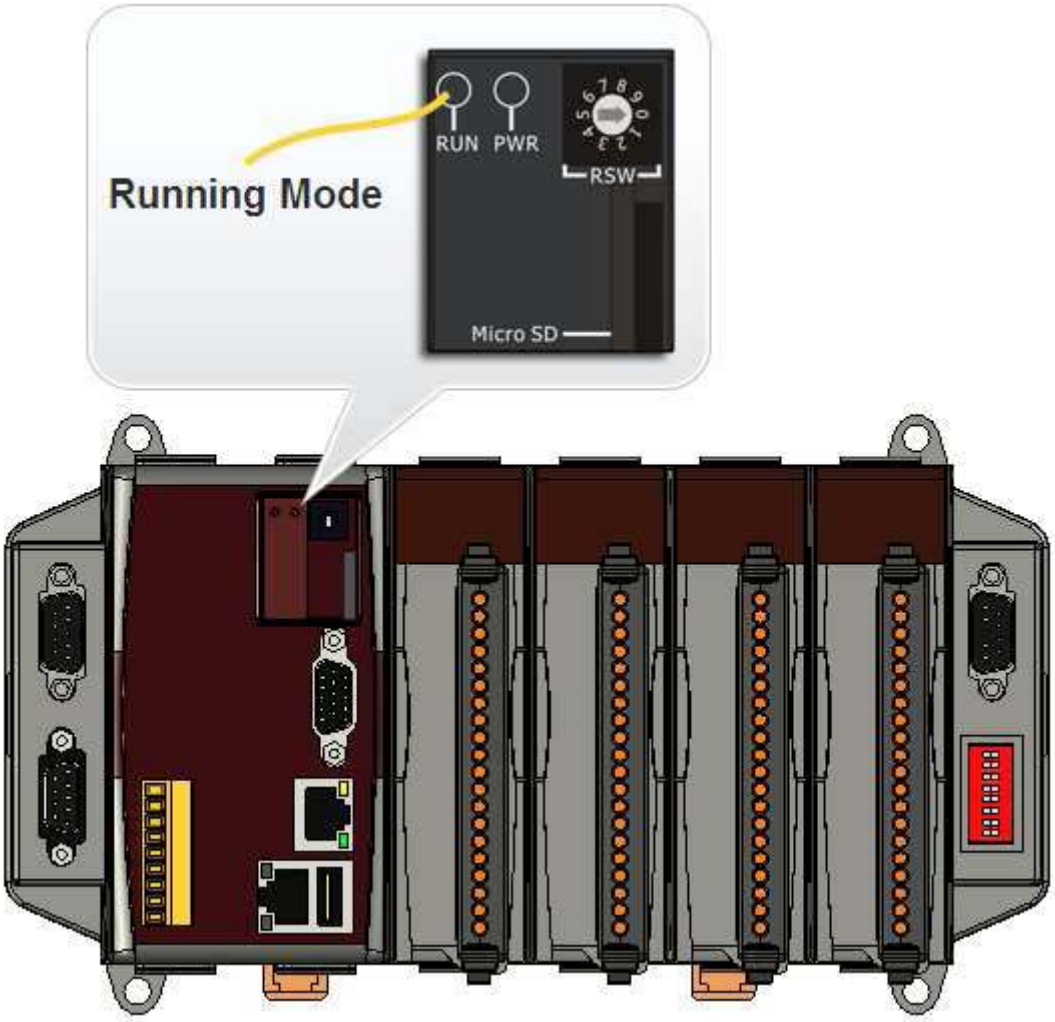
2. Use the Backup_utility to back up the System_Disk.

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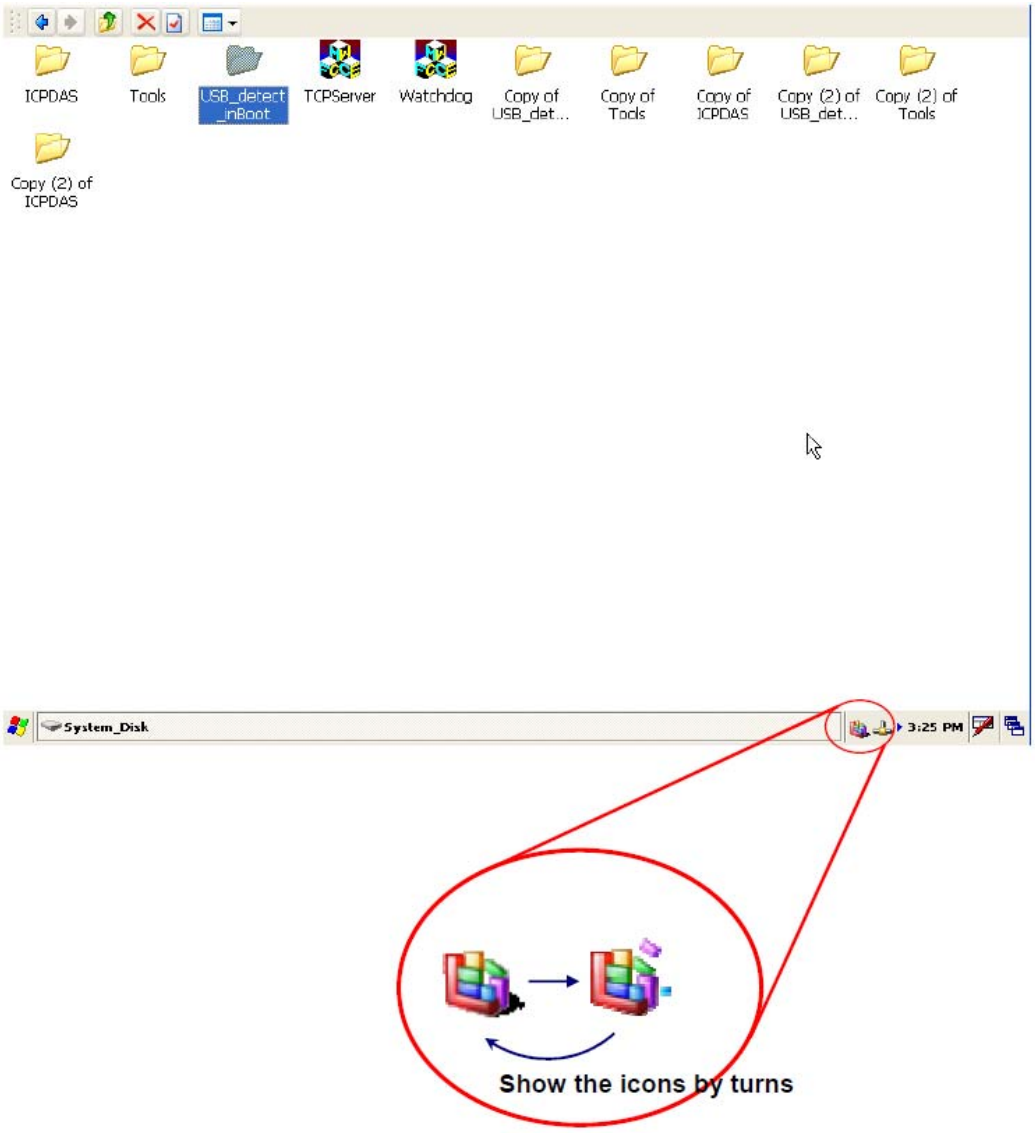
*Note 1: System_Disk defragment action:

System_Disk defragment action is designed to increase access speed by rearranging the files stored on the System_Disk so that they occupy contiguous storage locations. The purpose is to optimize the time it takes to read and write files to/from the System_Disk by minimizing head travel time and maximizing the transfer rate. While defragmenting the System_Disk, the RUN LED will blink and the defragment icon will be show in the system tray on the bottom-right hand side of the screen.

Note: Don't power off the WinPAC while defragment action is proceeding.



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Revision History

Revision	Date	Description
1.0.1	2013/08/06	NEW: Added support information for WP-5000.
1.0.0	2010/02/12	Initial release

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