Macintosh Finder: Cure for Disappearing Folders (5/96)

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TOPIC --

A Macintosh running under System 6.0.x (I know this has happened under 6.0.3,
6.0.5, and 6.0.7) suddenly "loses" folders alphabetically. That is, folders up
to a certain point (anywhere from C to S) DO appear on the desktop, and the rest
appear to be missing. However, the computer still starts up from the System
Folder ("missing"), and all the appropriate (if applicable) INITs load.

Find File cannot locate any of the missing folders or files within those
folders. Norton Utilities (at least 1.0), as well as SUM, can't retrieve any
missing files or folders. The size count across the top of an Icon view window
shows the same material that was present before, but the number of items reduces
to the visible ones.

Nothing that I've tried has ever brought those files back, although they're
supposedly still present. Applications can't see the files either.

I reformatted the hard drive and restored the backups.

DISCUSSION ---

Fortunately, the disk corruption you have encountered -- files and folders
disappear -- rarely occurs when using System Software 6.0.x (and happens only
slightly more often under System 7). Unfortunately, there are no simple
workarounds to repair System 6 volumes.

Although the corruption and symptoms with System Software 6.0.x and System 7 are
similar, the events leading to the corruption are different, as are the
workarounds.

Workarounds

You have two options in dealing with this situation:

1) If you wish to continue to use System 6.0.x, perform frequent backups, and
use them to restore the information on your hard drive. The System 7 Find
command uses calls that don't exist under System 6.0.x. Therefore, to retrieve
files from a 6.0.x volume, connect that drive to a Macintosh running System 7,
and use the Find from System 7.

2) Upgrade to System 7 and Tune-Up 1.1.1.

NOTE: The Installation of the Tune-Up 1.1.1 extension patches and corrects some
code in System 7. The first time that System 7.0.x is started up with the
Tune-Up extension installed, the Tune-Up correction code is moved into the
System file itself. This happens to avoid exposure of starting System 7.0.x with
extensions off. The Tune-Up fix is always present once the Mac OS is started
once with the Tune-Up installed.

Repairs Under System 7

Disk First Aid (DFA) v7.1 was revised to fix this corruption on System 7
volumes. It will ship with System 7.1. Our testing indicates DFA is much more
successful in repairing the volume when used soon after the corruption occurred,
the files or folders will reappear after repairing the corrupted file system
structures. Therefore, if your files or folders disappear on your System 7
volume, don't use that drive if possible, until you can fix it with DFA.

Repairs Under System 6.0.x

Since Disk First Aid v7.1 will only repair System 7 volumes, you'll have to:

• Rely on third-party repair tools, and make sure the one you select addresses
this problem specifically, or

• Recover what you can (see the Workarounds section), and reformat the drive.

Note that we haven't evaluated the effectiveness of using third-party repair
tools. You may wish to check with the distributor prior to purchase or use.

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