

Troubleshooting

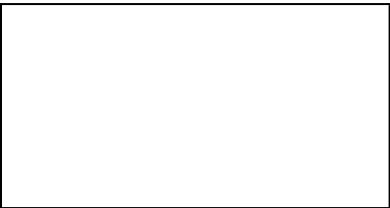
Troubleshooting Tips

The following troubleshooting tips describe a problem and possible solutions. Try each solution to eliminate the problem.

Problem	Possible Solution(s)
Windows NT will not automatically detect and install the driver for the Maynard 16 bit SCSI Controller board.	<ul style="list-style-type: none"> Go into Setup and install the SCSI adapter driver for the Maynard/WD33C93 board. The Maynard 8 bit SCSI board is not supported under Windows NT. You must use another SCSI adapter with your tape drive.
I am unable to back up certain files on my system that are being used by other processes.	<p>When Backup Exec encounters a file that is in use by another process, it will either skip it or wait for the file to become available (depending on your "Skip Open Files" setting). Use regedt32 to look into the registry and set BACKUP FILES IN USE to 1. Use regedt32 with caution; it is a very powerful tool! The path is (under HKEY_LOCAL_MACHINE):</p> <p>SOFTWARE\ARCADA\BEXECNT\BACKUP ENGINE</p> <p>When BACKUP FILES IN USE is enabled, Backup Exec will try opening busy files in a different mode. It will lock these files while they are being backed up to prevent other processes from writing to them. This mode should be a last resort to obtaining a backup of busy files; in most circumstances, it is more desirable to close applications that leave files open so their files may be backed up in a consistent state.</p>
Backup Exec does not display any tape drives for me to select.	<ul style="list-style-type: none"> Make sure you powered on the tape drive before you booted Windows NT. If not, power it on and reboot Windows NT. If you have not installed the correct tape driver, go into Setup, install the correct tape driver, and reboot Windows NT. Check the SCSI cable to make sure the cables are plugged in tightly. If the cable is not tightly connected, it will not work. If the cable is loose, attach it correctly and reboot Windows NT. Check your SCSI bus termination and SCSI addresses (see SCSI bus explanation below).

	<ul style="list-style-type: none"> • Use regedt32 to look into the registry and see if the system found the tape drive on boot up. Use regedt32 with caution; it is a very powerful tool! In the HKEY_LOCAL_MACHINE window, look under \HARDWARE\DEVICEMAP\SCSI for SCSI tape drives or \HARDWARE\DEVICEMAP\TAPE for floppy tape drives. If the drive is not listed, it was not detected by the computer; a hardware error exists. If it is listed, but Backup Exec does not display it, then the driver did not load. It is possible that the wrong driver was installed or the tape drive is not supported. • If you have a Maynard SCSI controller card, see the problem “Windows NT will not automatically detect and install the driver for the Maynard 16 bit SCSI Controller board”. <p>SCSI Bus</p> <p>Each device on the SCSI bus must have a unique SCSI address. The SCSI address can be from 0 to 7. If two devices have the same SCSI address, they will not function properly. You should never change the SCSI address of a device while it is powered on. The SCSI controller card uses a SCSI address and is usually set to SCSI address 7. The SCSI bus must be terminated at both ends to function properly. It should not have more than two terminators on it or it will not work properly.</p>
Frequent “Hardware Error” or “Fatal Tape Format Inconsistency” messages.	<ul style="list-style-type: none"> • Make sure you have the SCSI bus properly terminated. • Make sure you have the correct tapes for your tape drive; many tape cartridges look the same but are not supported by different tape drives. Often the tape drives cannot determine if the cartridge is correct. It will attempt to use the cartridge and experience problems. • Use a new tape cartridge; the tape may be worn. • Clean the tape drive with the correct cleaning cartridge. Tapes deposit a residue on the tape drive; the tape drive must be routinely cleaned for proper operation. • Set up the tape drive as the only device on the SCSI bus. Sometimes different SCSI devices do not “share” the bus well together. • SCSI cable length and quality can affect performance. If possible, replace the SCSI cable with a shorter SCSI cable. • If your drive and controller support both SCSI 1 and SCSI 2 modes, be sure they are set to use SCSI 2 mode.
A single tape from a group of tapes needs to be cataloged, but the other tapes are not available. Can the single tape be cataloged?	<p>In the Settings/Catalog menu, de-select the “Use tape-based catalogs” option. The catalog operation will take considerably longer, but will work when you have a single tape from a tape family. Remember to re-select the “Use tape-based catalogs” option when done.</p>

Problem	Possible Solution(s)
The tape drive hangs whenever a Catalog operation is started.	Some tape drives with older firmware may not work correctly with the “Use tape-based catalogs” option selected. In the Settings/Catalog menu, de-select the “Use tape-based catalogs” option.
When restoring a file from Tape 2 that is in a Backup Set that starts on Tape 1, Backup Exec prompts for Tape 1. Tape 1 is not available. How can this file be restored?	Delete the catalogs for the tape family. De-select “Use tape-based catalogs” in the Settings/Catalog menu and catalog only Tape 2. Start your restore again.
A DAT tape drive that does not support data compression hangs when a tape created with data compression is inserted. Can this tape be re-used?	The data cannot be recovered without a data compression DAT drive. It can only be reused in non-compression DAT drive if you first bulk-erase the tape using a bulk eraser.
Whenever single files or directories are restored or verified, the tape drive gets errors. If an entire set is restored or verified, the tape drive works fine.	<p>The Fast File Access (FFA) feature is not functioning correctly with the tape drive. You may be using the wrong tapes for your tape drive or you have a firmware compatibility problem. In the configuration information in the Registry for Backup Exec, using regedt32, turn off the Fast File Access feature by setting:</p> <p>Use fast file restore=0</p> <p>instead of the default Fast File Restore=1. The path is (under HKEY_LOCAL_MACHINE):</p> <p>SOFTWARE\ARCADA\BEXECNT\BACKUP ENGINE</p> <p>Restoring or verifying files and cataloging tapes will take longer with this feature disabled.</p>
Syntos Plus ECC translation errors are received when restoring files from a Syntos Plus tape. How can files be restored from this tape?	<p>If the tape drive supports Hardware ECC, using regedt32, change the following setting in the INI settings in the Registry:</p> <p>change SYPL ECC Flag= 2 to SYPL ECC Flag=0</p> <p>If the tape drive does not support Hardware ECC:</p> <p>change SYPL ECC Flag= 2 to SYPL ECC Flag=1</p>



The path is (under HKEY_LOCAL_MACHINE):

SOFTWARE\ARCADA\BEXECNT\TRANSLATORS

If you are not sure if your tape drive supports Hardware ECC, try 0 and 1 to see which one works.

Problem	Possible Solution(s)
When prompted to insert a tape into the tape drive, I have to tell it "OK" more than once.	<p>On tape drives that take a long time to settle, Backup Exec will sometimes time out while waiting for the tape drive. This is typical on Exabyte 8mm drives and DLT (digital linear tape) drives. In the INI settings in the Registry, adjust the settle time higher. The default is 60 seconds; try changing it to 120 seconds.</p> <p>change to DRIVE SETTling TIME=120</p> <p>The path is (under HKEY_LOCAL_MACHINE): SOFTWARE\ARCADA\BEXECNT\HARDWARE</p>
Sometimes when changing tapes in a Minicartridge tape drive, Backup Exec does not detect that the tape has been changed.	Some Minicartridge drives do not always detect tape changes. Try removing and re-inserting the tape.
When backing up to a mini-cartridge tape drive, the floppy disk drives cannot be accessed.	This is normal. Only the Minicartridge tape drives or the floppy diskette drives may be used at one time.
The DLT tape drive hangs when cataloging some tapes.	<p>The DLT tape drive maintains internal information about the tape on "tape directory track." If the drive is powered off without ejecting the tape first, this information is lost. The drive is not hung; regenerating this information will take several hours to complete. Once complete, ejecting the tape will update the information stored on the directory track and normal operation will resume. It is highly recommended that DLT tapes be ejected after use to prevent this problem.</p>
The tape drive being used is not listed in the drivers list for Windows NT. Which tape driver should be selected?	<p>Some tape drives are repackaged and sold with a new brand name.</p> <ul style="list-style-type: none"> • If your tape drive is a cartridge tape drive, 150 MB, 250 MB, 525 MB or larger, try using the Archive or Wangtek drivers. • If your tape drive is a DAT drive, use the 4mm DAT driver. • If your tape drive is an 8mm tape drive, try the two Exabyte drivers. • If your tape drive is a mini-cartridge tape drive, use the QIC 40/80 floppy tape driver.
An Exabyte 8200+ or Exabyte 8200SX tape drive does not use	Under Windows NT, the Exabyte 8200+ and Exabyte 8200SX tape drives are treated like the Exabyte 8200 tape drive and the Fast File

the Fast File Access feature under Windows NT, but does using other tape backup software.

Access feature is not used.

Problem	Possible Solution(s)
Tapes created with MaynStream do not use the Fast File Access feature under Windows NT.	Under Windows NT, Fast File Access is not supported on tapes created with MaynStream.
An Irwin Accutrak tape drive is not recognized by the QIC 40/80 driver.	The Irwin Accutrak tape drive is not supported under Windows NT

Error Message Table

Error Message	Problem	Solution
Invalid filename [filename]	The file name contains characters not permitted by Windows NT. Refer to your Windows NT manual.	Enter a valid file name.
The path cannot contain a drive designator.	The path contains a drive designator (i.e., c:, g:, etc.).	Remove the drive designator and try again.
The path cannot contain a file name.	The path contains a file name.	Remove the file name and try again.
Warning: This tape is out of sequence.	While using multiple tapes, you loaded a tape out of sequence.	Remove the tape and insert the correct tape in the sequence.

Error Message Table

File name is not valid.	The file name contains characters not permitted by Windows NT. Refer to your Windows NT manual.	Enter a valid file name.
None of the sets matched the requested volume.	The search did not find any backup sets that matched the drive/volume specified.	If the path entered is not correct, correct it and try again.
Too many files matched the selection criteria. More files were found than will be displayed.	The search criteria was too general.	Enter more specific search criteria or increase the Maximum Search Results and try again.
This set is not completely cataloged.	The backup set is not completely cataloged. The backup set may have crossed tapes or cataloging was aborted before it was completed.	Catalog the backup set again. To do this, select Catalog Maintenance under Operations and change the tape to Partially Cataloged. Re-catalog the Backup Set.

Error Message	Problem	Solution
This set must be cataloged before it can be viewed.	The set is partially cataloged.	Fully catalog the set by clicking OK in the window.
Drive not responding.	Backup Exec cannot access the tape drive.	Exit Backup Exec, power off the tape drive, check the connections on the tape drive, power on the tape drive, restart Backup Exec.
Error during attachment to device [name]	This is a network error. A server may not be available or responding.	Check your server or check with your network administrator.
Tape positioning error on [drive name].	Backup Exec cannot access the tape drive.	(see Frequent “Hardware Error” or “Fatal Tape Format Inconsistency” messages).
Unable to read tape in [drive name].	Backup Exec cannot access the tape drive.	(see Frequent “Hardware Error” or “Fatal Tape Format Inconsistency” messages).
Unable to write to tape in [drive name].	Backup Exec cannot access the tape drive.	(see Frequent “Hardware Error” or “Fatal Tape Format Inconsistency” messages).
The tape in [drive name] is an unrecognizable tape.	Backup Exec cannot read this tape. It may have been created with software not compatible with Backup Exec.	Insert another tape or erase this one.

WARNING: Tape # [number] is out of sequence.	This tape is part of a multi-tape family and the tape you have loaded is out of sequence.	Remove the tape, insert the correct tape, and try again.
The selections for [device name] will be omitted from the operation.	The device specified in the selections is not available.	Correct the problem and try again.
Unexpected end of backup set encountered on [filename].	This tape is part of a multi-tape family with a format that requires that the tapes be processed in sequential order.	If you want to catalog this tape and restore data from it, you must start the catalog operation with tape #1 in the drive.
Tape is out of sequence. Insert tape one of this tape family.	This tape is part of a multi-tape family and the tape you have loaded is out of sequence.	Remove the tape and insert the correct tape.