



# Tech Info Library

## HDBackup: Problem and Solutions

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Security: Everyone

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TOPIC -----

HDBackup does not always ask for each disk when backing up or restoring a 1.9MB FileMaker II file. Do you have any suggestions?

DISCUSSION -----

We were unable to duplicate this problem.

We tested HDBackup 1.1 with System Software 6.0.2 on a Macintosh II, running MultiFinder and Finder. We were able to back up a variety of sizes of FileMaker files and 'other applications' files that ranged in size from a few K to a few that were so large they required more than one disk to hold them. We backed up using all of the options: all files, changed files, and a single file. We restored using both options: all and a single file.

There are some known problems, however, that can confuse users or jeopardize their data. You may be encountering one or more of these problems.

If you insert a disk containing your backed up information when just running the Finder or MultiFinder, you may never be able to restore from that disk again. Therefore, after backing up information onto disks using HDBackup, immediately write-protect them using the write-protect tab, and store them for use with only the HDBackup program.

If your disk is not recognized by HDBackup when you try to restore, you should be able to recover all of the information that isn't split over multiple disks (for example, you will be able to recover a 200K file but not one that is 1.5MB that is contained on multiple disks). Insert the disk while running the Finder or MultiFinder and merely copy the file.

(NOTE: This does not work with files that are split between two or more disks. Unfortunately, there are no tools or tricks to easily recover large files that

were backed up onto multiple disks.)

When running MultiFinder, if you attempt to restore all, you may immediately encounter the dialog, "That file already exists on the volume. Click continue to replace." Since the file in question is most likely the Desktop file, select OK. Another error message may display, "Tried to open a file to write to it twice -49." Typically, you can ignore this error message because it also refers to the Desktop file and click continue with no ill effects.

After restoring by file while running MultiFinder, close and open the folder or volume to which you restored the file. This alerts MultiFinder to update the new icons on the desktop. (These newly restored files' icons change from the generic document icon to the icon of that application, and Get Info displays the proper attributes of that file.) After which, you will be able to access the files normally.

If the problem you are encountering differs from the known problems described above, the directory structure may be damaged on the disk you are trying to back up, or the file itself may be damaged. Consider rebuilding the Desktop file on that volume and repairing it using a utility, such as Disk First Aid.

Because many of the problems described above are encountered only when using HDBackup under MultiFinder, it is best to run HDBackup under Finder.

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