

# QuickHelp



Close

## How do I...?

Configure Norton Backup

Set up your computer and mass storage devices to work with Norton Backup.

Backup files

Copy your files from your hard drive to your mass storage device.

Compare files

Check the integrity of your files after making a backup.

Restore files

Return files to your hard drives from a mass storage device.

Share local storage devices

Make your local storage device available to other Norton Backup users on your network.

## Show me the...

Introduction

Overview of Norton Backup and what it can do for you.

Contents

Topics and procedures on which you can get help.

Tech Support Number







Phone number and related information for technical support and customer service.










## Norton Backup Help Contents



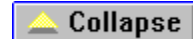
### Getting Started

-  [QuickHelp](#)
-  [Introduction](#)
-  [Menu Commands](#)
-  [Mouse and Keyboard Operations](#)
-  [Troubleshooting](#)
-  [Contacting Technical Support and Customer Service](#)







### Procedures

-  [Configuring Norton Backup](#)
-  [Backing Up, Comparing and Restoring Files](#)
-  [Sharing Local Devices on a Network](#)
-  [Automating Backups, Compares or Restores](#)
-  [Setup Files](#)
-  [Catalogs](#)
-  [Using the Tape Tools](#)












































## **Norton Backup Help Contents**



### **Getting Started**

-  [QuickHelp](#)
-  [Introduction](#)
-  [Menu Commands](#)
-  [Mouse and Keyboard Operations](#)
-  [Troubleshooting](#)
-  [Contacting Technical Support and Customer Service](#)

### **Procedures**

-  **Configuring Norton Backup**
-  [Changing the Program Level](#)
-  [Changing the Disk Logging Strategy](#)
-  [Adding a Backup Device](#)
-  [Changing the Catalog Path](#)
-  [Performing a Compatibility Test](#)
-  [Creating a Device Description](#)
-  [Changing the DMA Operation](#)
-  [Removing a Backup Device](#)
-  **Backing Up, Comparing and Restoring Files**
-  [Selecting Files for Backup](#)
-  [Backing Up Files \(Step-by-Step Program Level\)](#)
-  [Backing Up Files \(Preset Program Level\)](#)
-  [Backing Up Files \(Advanced Program Level\)](#)
-  [Selecting Files for Compare or Restore](#)
-  [Comparing Files \(Step-by-Step Program Level\)](#)
-  [Comparing Files \(Preset Program Level\)](#)
-  [Comparing Files \(Advanced Program Level\)](#)
-  [Restoring Files \(Step-by-Step Program Level\)](#)
-  [Restoring Files \(Preset Program Level\)](#)
-  [Restoring Files \(Advanced Program Level\)](#)
-  **Sharing Local Devices on a Network**
-  **Automating Backups, Compares or Restores**
-  [Drag-and-Drop](#)
-  [Recording Macros](#)
-  [Running Macros](#)
-  [Scheduler](#)
-  **Setup Files**
-  [Opening](#)
-  [Saving](#)
-  [Printing](#)
-  [Deleting](#)
-  **Catalogs**
-  [Opening](#)
-  [Retrieving](#)
-  [Rebuilding](#)
-  [Deleting](#)
-  **Using the Tape Tools**
-  [Formatting QIC-40/80 Tapes](#)
-  [Retensioning QIC-40/80 Tapes](#)
-  [Security Erasing QIC-40/80 Tapes](#)
-  [Erasing QIC-40/80 Tapes](#)
-  [Deleting QIC-40/80 Tapes](#)

- ▣ Initializing SCSI/QIC-02 Tapes
- ▣ Retensioning SCSI/QIC-02 Tapes
- ▣ Erasing SCSI/QIC-02 Tapes
- ▣ Security Erasing SCSI/QIC-02 Tapes
- ▣ Deleting SCSI/QIC-02 Tapes

## **▢ Norton Backup Help Contents**

### **Getting Started**

- ▢ QuickHelp**
- ▢ Introduction**
- ▢ Menu Commands**
- ▢ Mouse and Keyboard Operations**
- ▢ Troubleshooting**
- ▢ Contacting Technical Support and Customer Service**

### **Procedures**

- ▢ Configuring Norton Backup**
- ▢ Backing Up, Comparing and Restoring Files**
- ▢ Sharing Local Devices on a Network**
- ▢ Automating Backups, Compares or Restores**
- ▢ Setup Files**
- ▢ Catalogs**
- ▢ Using the Tape Tools**

## **▢ Norton Backup Help Contents**

### **Getting Started**

- ▢ QuickHelp**
- ▢ Introduction**
- ▢ Menu Commands**
- ▢ Mouse and Keyboard Operations**
- ▢ Troubleshooting**
- ▢ Contacting Technical Support and Customer Service**

### **Procedures**

- ▢ Configuring Norton Backup**
- ▢ Backing Up, Comparing and Restoring Files**
- ▢ Sharing Local Devices on a Network**
- ▢ Automating Backups, Compares or Restores**
- ▢ Setup Files**
- ▢ Catalogs**
- ▢ Using the Tape Tools**

## **☐ Norton Backup Help Contents**

### **Getting Started**

- ☐ [QuickHelp](#)**
- ☐ [Introduction](#)**
- ☐ [Menu Commands](#)**
- ☐ [Mouse and Keyboard Operations](#)**
- ☐ [Troubleshooting](#)**
- ☐ [Contacting Technical Support and Customer Service](#)**

### **Procedures**

- ☐ [Configuring Norton Backup](#)**
- ☐ [Changing the Program Level](#)**
- ☐ [Changing the Disk Logging Strategy](#)**
- ☐ [Adding a Backup Device](#)**
- ☐ [Changing the Catalog Path](#)**
- ☐ [Performing a Compatibility Test](#)**
- ☐ [Creating a Device Description](#)**
- ☐ [Changing the DMA Operation](#)**
- ☐ [Removing a Backup Device](#)**
- ☐ [Backing Up, Comparing and Restoring Files](#)**
- ☐ [Sharing Local Devices on a Network](#)**
- ☐ [Automating Backups, Compares or Restores](#)**
- ☐ [Setup Files](#)**
- ☐ [Catalogs](#)**
- ☐ [Using the Tape Tools](#)**

## **[Norton Backup Help Contents](#)**

### **Getting Started**

- [QuickHelp](#)**
- [Introduction](#)**
- [Menu Commands](#)**
- [Mouse and Keyboard Operations](#)**
- [Troubleshooting](#)**
- [Contacting Technical Support and Customer Service](#)**

### **Procedures**

- [Configuring Norton Backup](#)**
- [Backing Up, Comparing and Restoring Files](#)**
  - [Selecting Files for Backup](#)**
  - [Backing Up Files \(Step-by-Step Program Level\)](#)**
  - [Backing Up Files \(Preset Program Level\)](#)**
  - [Backing Up Files \(Advanced Program Level\)](#)**
  - [Selecting Files for Compare or Restore](#)**
  - [Comparing Files \(Step-by-Step Program Level\)](#)**
  - [Comparing Files \(Preset Program Level\)](#)**
  - [Comparing Files \(Advanced Program Level\)](#)**
  - [Restoring Files \(Step-by-Step Program Level\)](#)**
  - [Restoring Files \(Preset Program Level\)](#)**
  - [Restoring Files \(Advanced Program Level\)](#)**
- [Sharing Local Devices on a Network](#)**
- [Automating Backups, Compares or Restores](#)**
- [Setup Files](#)**
- [Catalogs](#)**
- [Using the Tape Tools](#)**



## **▢ Norton Backup Help Contents**

### **Getting Started**

- ▢ QuickHelp**
- ▢ Introduction**
- ▢ Menu Commands**
- ▢ Mouse and Keyboard Operations**
- ▢ Troubleshooting**
- ▢ Contacting Technical Support and Customer Service**

### **Procedures**

- ▢ Configuring Norton Backup**
- ▢ Backing Up, Comparing and Restoring Files**
- ▢ Sharing Local Devices on a Network**
- ▢ Automating Backups, Compares or Restores**
- ▢ Drag-and-Drop**
- ▢ Recording Macros**
- ▢ Running Macros**
- ▢ Scheduler**
- ▢ Setup Files**
- ▢ Catalogs**
- ▢ Using the Tape Tools**

## **Norton Backup Help Contents**

### **Getting Started**

- QuickHelp**
- Introduction**
- Menu Commands**
- Mouse and Keyboard Operations**
- Troubleshooting**
- Contacting Technical Support and Customer Service**

### **Procedures**

- Configuring Norton Backup**
- Backing Up, Comparing and Restoring Files**
- Sharing Local Devices on a Network**
- Automating Backups, Compares or Restores**
- Setup Files**
- Opening**
- Saving**
- Printing**
- Deleting**
- Catalogs**
- Using the Tape Tools**

## **[Norton Backup Help Contents](#)**

### **Getting Started**

- [QuickHelp](#)**
- [Introduction](#)**
- [Menu Commands](#)**
- [Mouse and Keyboard Operations](#)**
- [Troubleshooting](#)**
- [Contacting Technical Support and Customer Service](#)**

### **Procedures**

- [Configuring Norton Backup](#)**
- [Backing Up, Comparing and Restoring Files](#)**
- [Sharing Local Devices on a Network](#)**
- [Automating Backups, Compares or Restores](#)**
- [Setup Files](#)**
- [Catalogs](#)**
- [Opening](#)**
- [Retrieving](#)**
- [Rebuilding](#)**
- [Deleting](#)**
- [Using the Tape Tools](#)**

## **Norton Backup Help Contents**

### **Getting Started**

- QuickHelp**
- Introduction**
- Menu Commands**
- Mouse and Keyboard Operations**
- Troubleshooting**
- Contacting Technical Support and Customer Service**

### **Procedures**

- Configuring Norton Backup**
- Backing Up, Comparing and Restoring Files**
- Sharing Local Devices on a Network**
- Automating Backups, Compares or Restores**
- Setup Files**
- Catalogs**
- Using the Tape Tools**
  - Formatting QIC-40/80 Tapes**
  - Retensioning QIC-40/80 Tapes**
  - Security Erasing QIC-40/80 Tapes**
  - Erasing QIC-40/80 Tapes**
  - Deleting QIC-40/80 Tapes**
- Initializing SCSI/QIC-02 Tapes**
- Retensioning SCSI/QIC-02 Tapes**
- Erasing SCSI/QIC-02 Tapes**
- Security Erasing SCSI/QIC-02 Tapes**
- Deleting SCSI/QIC-02 Tapes**

## **Introduction**

### See Also

Welcome to Norton Backup for Windows. Norton Backup lets you protect your files by making copies from one medium, such as a hard drive, to another medium, such as diskettes, tape, a network drive, another hard drive, or any DOS-compatible storage device. Norton Backup also includes tools that compress and secure your data, as well as options for tracking your backed up files, restoring lost files, automating the backup process, and sharing tape devices on a network.

### **To get the most from Norton Backup:**

- 1 Set the program level to Step-by-Step.
- 2 Ensure your backup device is installed and tested.
- 3 Review Norton Backup's step-by-step Help topics.

## Mouse and Keyboard Operations



## Mouse and Keyboard Operations


To help you navigate, Norton Backup support many mouse and keyboard operations. Some of the most helpful include:

### Drag with


**left button** Use to select multiple files or directories in the Select Files window.


**Right Click** Selects or deselects drives, files and directories.


### Double-click

on  Close dialog box or window, or exit Norton Backup.


 Moves the selection bar up to the closest text box or button. Within a list box, moves up the list.

 Moves the selection bar down to the closest text box or button. Within a list box, moves down the list.

 Moves the selection bar to the closest text box or button on the right. Within a text box, moves the cursor one character to the right.

 Moves the selection bar to the closest text box or button on the left. Within a text box, moves the cursor one character to the left.

**Spacebar** Selects and deselects check boxes, option buttons, and list items.

**Alt+** Activate the prompt button to open a drop-down list or combination box.

**Tab** Moves forward through a window or dialog box.

**Shift Tab** Moves backward through a window or dialog box.

**Alt+Tab** Make the next application window active.

**Alt+Tab, ...** Cycle through applications while pressing Tab. Release Alt when you reach the desired application.

**Alt+Spacebar** Activate the application Control menu.

**Alt+F4** Exit Norton Backup.

**F7** Starts/stops the macro recorder. Macro recording must begin in the Norton Backup (Backup options) main window.

**F8** Plays a keystroke macro if one has been recorded in the current setup file. Macro recording and playing must begin in the Norton Backup (Backup options) main window, and a macro can only be played at the same program level at which it was recorded.

**F10** Activates the menu bar, so that the arrow keys can be used to open menus.

## ▢ **Configuring Norton Backup**

### See Also

Norton Backup automatically configures itself the first time you run it. However, whenever your configuration changes, or you have trouble with devices, you need to re-configure Norton Backup.

Below are some of the most common changes to the configuration of Norton Backup:

- ◆ [Changing the program level](#)
- ◆ [Changing the disk logging strategy](#)
- ◆ [Adding a backup device](#)
- ◆ [Changing the catalog path](#)
- ◆ [Performing a compatibility test](#)
- ◆ [Creating a device description](#)
- ◆ [Changing the DMA operation](#)
- ◆ [Removing a backup device](#)

Norton Backup is setup initially for the [step-by-step program level](#). This level is the best way to familiarize yourself with Norton Backup features.



[Changing the Program Level](#)  
[Changing the Disk Logging Strategy](#)  
[Adding a Backup Device](#)  
[Changing the Catalog Path](#)  
[Performing a Compatibility Test](#)  
[Creating a Device Description](#)  
[Changing the DMA Operation](#)  
[Removing a Backup Device](#)

## **Backing Up Files**

### See Also

Making a backup set with Norton Backup can involve a few or many options. Depending on your application you can use any of the following to make a backup:

- ◆ Step-by-step program level backup
- ◆ Preset program level backup
- ◆ Advanced program level backup
- ◆ Scheduler

If you are new to Norton Backup or backup utilities in general you should start with the step-by-step program level. To optimize your backups use the advanced program level. To standardize backups for an organization use the preset program level.

Also be sure that you have a backup storage device installed and configured before beginning your first backup.

Changing the Program Level

Backing Up Files (Step-by-Step Program Level)

Backing Up Files (Preset Program Level)

Backing Up Files (Advanced Program Level)

Adding a Backup Device

Scheduler

## **Comparing Files**

### See Also

Compare your backup set to original files to insure they are reliable. Depending on your application you can use any of the following to compare files:

- ◆ Step-by-step program level compare
- ◆ Preset program level compare
- ◆ Advanced program level compare

If you are new to Norton Backup or backup utilities in general you should start with the step-by-step program level.

Changing the Program Level

Comparing Files (Step-by-Step Program Level)

Comparing Files (Preset Program Level)

Comparing Files (Advanced Program Level)

## ▢ Restoring Files

### See Also

Restoring a backup set with Norton Backup can involve a few or many options. Depending on your application you can use any of the following to restore files:

- ◆ Step-by-step program level restore
- ◆ Preset program level restore
- ◆ Advanced program level restore

If you are new to Norton Backup or backup utilities in general you should start with the step-by-step program level. To optimize your restores for performance use the advanced program level. To standardize restoration for several users on different machines use the preset program level.

Changing the Program Level

Restoring Files (Step-by-Step Program Level)

Restoring Files (Preset Program Level)

Restoring Files (Advanced Program Level)

## ▣ **Changing the Program Level**

### Window Settings

If you are new to backup utility programs, use Norton Backup's [step-by-step program level](#) to learn how to backup and restore your files, directories, and drives. Later, you can change the program level to [advanced](#) or [preset](#).

#### **To change the program level:**

- 1 Click Configure.  
The [Norton Backup \(Configure options\) main window](#) appears.
- 2 Select your program level from the Program Level drop-down list box.



## **▣ Changing the Disk Logging Strategy**

### Window Settings

Norton Backup handles the disk logging strategy automatically when it is installed. However, you can change the disk log strategy if Norton Backup encounters problems reading the directory during a backup.

#### **To change the disk logging strategy:**

- 1 Click Configure.  
The Norton Backup (Configure options) main window appears.
- 2 Select Fastest or Most Compatible from the Disk Logging drop-down list box.

## ▣ Adding a Backup Device

See Also [Window Settings](#) [Dialog Box Settings](#)

In order to perform a backup you must choose a backup device to use. If the device you wish to use is not listed, you can use the following steps to add it.

### To add a backup device:

- 1 Click Configure.  
The [Norton Backup \(Configure options\) main window](#) appears.
- 2 Click Add.  
Norton Backup searches for devices it recognizes and presents a list in the [Add Devices dialog box](#).
- 3 Click on one or more of the devices listed in the Devices list box and click OK. If you do not see the device you want to add but know it is installed on your system click Manual Add.  
The [Compatibility Test dialog box](#) opens.
- 4 Click Start. Norton Backup performs a [compatibility test](#).  
The [Backup \(or Tape Backup\) Progress dialog box](#) opens. Follow the directions presented for the device.
- 5 When the backup is completed, Norton Backup begins a compare. Again, follow the directions presented for the device in the [Compare Progress dialog box](#).
- 6 If you selected more than one device in step 3, repeat steps 4 and 5 above.

Backup Progress (DOS path options) dialog box  
Backup Progress (floppy diskette options) dialog box  
Backup Progress (Tape options) dialog box

Compare Progress (DOS path options) dialog box

Compare Progress (floppy diskette options) dialog box

Compare Progress (Tape options) dialog box

Performing a Compatibility Test  
Tape Interface Protocols  
Adding a Device Manually

Add Devices dialog box

Manual Add Device dialog box

New Controller/Adapter Configuration dialog box

New Floppy Drive Configuration dialog box

Compatibility Test dialog box

Backup Progress (DOS path options) dialog box

Backup Progress (floppy diskette options) dialog box

Backup Progress (tape options) dialog box

## ▣ Adding a Device Manually

See Also [Window Settings](#) [Dialog Box Settings](#)

When Norton Backup does not automatically detect the device you want to add you need to add it manually. This is typically required for a [high-speed tape controller/adapter](#).

### To add a backup device manually:

- 1 Click Configure.  
The [Norton Backup \(Configure options\) main window](#) appears.
- 2 Click Add.  
Norton Backup searches for devices it recognizes and presents a list of those found in the [Add Devices dialog box](#).
- 3 Click Manual Add.  
The [Manual Add Device dialog box](#) opens.
- 4 Select the type of device you want to add from the Device type drop-down list box and Click OK.  
A [New Configuration dialog box](#) opens with settings related to the device you selected.
- 5 Select the options from the various controls that best match the device you are adding. If you find the device listed in the Manufacturer drop-down list box, Norton Backup sets the other options to the defaults for that device.
- 6 Click on the device listed in the Devices list box then click OK.  
The [Compatibility Test dialog box](#) opens.
- 7 Click Start. Norton Backup performs a [compatibility test](#).  
The [Backup \(or Tape Backup\) Progress dialog box](#) opens. Follow the directions presented for the device.
- 8 When the backup is completed, Norton Backup begins a compare. Again, follow the directions presented for the device in the [Compare Progress dialog box](#).

New Controller/Adapter Configuration dialog box  
New Floppy Drive Configuration dialog box



Performing a Compatibility Test  
Tape Interface Protocols  
Adding a Backup Device

## ▢ Changing the Catalog File Path

### Window Settings

Use the catalog file path to specify where Norton Backup places your catalog files. This setting should not normally need to be changed. However, if the path specified is no longer valid you need to change this setting.

#### **To change the catalog file path:.**

- 1 Click Configure.  
The Norton Backup (Configure options) main window appears.
- 2 Enter a valid DOS path in the Catalog Path text box.

## ▣ **Performing a Compatibility Test**

See Also    [Window Settings](#)    [Dialog Box Settings](#)

Any time you install a new device, Norton Backup runs this test to ensure reliable backups. The test backs up and then compares approximately 1.4 megabytes of data from files in the Norton Backup directory to the target storage device. You need two or more floppy disks or one tape, depending on the storage device and capacity.

### **To perform a compatibility test:**

- 1 If you are adding a device skip to step 3 otherwise click Configure.  
The [Norton Backup \(Configure options\) main window](#) appears.
- 2 Click Test.
- 3 The first time the device is tested, leave the DMA Operation During Test set to Fastest.
- 4 Click Start.  
A backup progress window opens. Follow the prompts to complete the test.
- 5 If the device fails, retest it with DMA Operation During Test set to Most Compatible.

**NOTE:** If you choose to postpone this test (by clicking Skip), Norton Backup reminds you to run it before every backup to the device.

---

## Adding a Backup Device

## **▣ Creating a Device Description**

Window Settings      Dialog Box Settings

For most devices, you can create a description of up to 50 characters to identify how the device is used. The description appears with the device icon in the Devices list box within the Norton Backup (Configure options) main window, and in the Norton Backup (Backup, Compare, and Restore options) main windows.

### **To create a description:**

- 1** Click Configure.  
The Norton Backup (Configure options) main window appears.
- 2** Select a device from the Devices list box.
- 3** Click Settings.  
The Settings dialog box appears.
- 4** Enter up to 50 characters in the Description text box.
- 5** Click OK.

Norton Backup (Configure options) main window

Norton Backup (Backup options) main window (step-by-step program level)

Norton Backup (Backup options) main window (preset program level)

Norton Backup (Backup options) main window (advanced program level)

Norton Backup (Compare options) main window (step-by-step program level)

Norton Backup (Compare options) main window (preset program level)

Norton Backup (Compare options) main window (advanced program level)

Norton Backup (Restore options) main window (step-by-step program level)

Norton Backup (Restore options) main window (preset program level)

Norton Backup (Restore options) main window (advanced program level)

Floppy Drive Settings

(QIC-40/80 Compatible) Tape Drive Settings

SCSI Driver Settings

Remote Tape Drive Settings

InfoServer Settings

## ▣ **Changing the DMA Operation**

Window Settings      Dialog Box Settings

Typically the DMA operation needs to be changed if you encounter problems while backing up to floppy disks (from Fastest to Most Compatible). However, you can also change the DMA operation for other devices.

### **To change the DMA operation:**

- 1 Click Configure.  
The Norton Backup (Configure options) main window appears.
- 2 Highlight a device in the Devices list box.
- 3 Click Settings.  
The Drive Settings dialog box opens.
- 4 Select Most Compatible or Fastest from the DMA Operation drop-down list box.



Floppy Drive Settings  
(QIC-40/80 Compatible) Tape Drive Settings

## **▣ Removing a Backup Device**

### Window Settings

When you remove a backup device from your system you should also remove it from Norton Backup.

#### **To remove a backup device:**

- 1** Click Configure.  
The Norton Backup (Configure options) main window appears.
- 2** Highlight the device to remove.
- 3** Click remove.  
A message appears confirming that you want to remove the device.
- 4** Click Yes.

## ▢ **Selecting Files for Backup**

See Also [Window Settings](#) [Dialog Box Settings](#)

Clicking a drive in the Backup From list box selects all directories and files on that drive for backup. If you do not want to back up entire drives, you can use the file selection techniques available in the Select Backup Files window. The Select Backup Files window allows you to select:

- ◆ All files on any hard disk
- ◆ Groups of files on any hard disk
- ◆ All files in one or more directories
- ◆ Individual files on any hard disk
- ◆ All files within a date range
- ◆ All files that match a file filter.

**NOTE:** To resize the panes in the Select Backup Files window, move the mouse pointer over the vertical pane divider until it changes to a vertical split pointer. Click the left mouse button and drag the divider.

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### **To view the names of files in any directory:**

- ◆ Click the directory name on the directory tree.

### **To collapse or expand a branch:**

- ◆ Click the folder icon of the parent directory to show one or more subdirectory level.  
Or,
- ◆ Choose Expand Branch from the Tree menu to show all the subdirectories.
- ◆ Click a folder with the plus sign (+) to add subdirectories to the display; click a folder with the minus sign (-) to subtract subdirectories from the display.

### **To display the contents of another drive:**

- ◆ Click the drive icon from the top of the window.

### **To change the display settings:**

- 1 Click Display.  
The [Display Options dialog box](#) opens.
- 2 Check any options you want and click OK.

### **To learn more see:**

- ◆ [Automating File Selection](#)
- ◆ [Selecting Files Manually](#)

Automating File Selection  
Selecting Files Manually  
Making Special File Selections  
Printing File Lists

## ▢ **Selecting Files for Restore or Compare**

See Also [Window Settings](#) [Dialog Box Settings](#)

Clicking a drive in the Restore (or Compare) From list box selects all directories and files on that drive for restore or compare. If you do not want to restore or compare entire drives, you can use the file selection techniques available in the Select Restore (or Compare) Files window. The Select Restore (or Compare) Files window allows you to select:

- ◆ All files on any hard disk
- ◆ Groups of files on any hard disk
- ◆ All files in one or more directories
- ◆ Individual files on any hard disk
- ◆ All files within a date range
- ◆ All files that match a file filter.

**NOTE:** To resize the panes in the Select Restore (or Compare) Files window, move the mouse pointer over the vertical pane divider until it changes to a vertical split pointer. Click the left mouse button and drag the divider.

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### **To change the display settings:**

- 1 Click Display.  
The [Display Options dialog box](#) opens.
- 2 Check any options you want and click OK.

## **Additional Information on Selecting Files**

Many of the procedures related to selecting files to compare or restore are the same as those for selecting files to backup.

### **To learn more review these sections on selecting files to backup:**

- ◆ [Automating File Selection](#)
- ◆ [Selecting Files Manually](#)

Automating File Selection  
Selecting Files Manually  
Making Special File Selections  
Printing File Lists

## ▣ Backing Up Files (Step-by-Step Program Level)

See Also [Window Settings](#) [Dialog Box Settings](#)

At the [step-by-step program level](#), you can back up your files in four easy steps. The controls and settings you need for each step are arranged in four windows, opened when you click each numbered button.

If you are not at the step-by-step program level (or you are not sure) then [change the program level](#).

### To backup files at the step-by-step level:

- 1 Click Backup.  
The [Norton Backup \(Backup options\) main window](#) appears.
- 2 Click [1 What to back up](#) to select the files, directories and drives to backup as well as the type of backup.
- 3 Click [2 Where to back it up](#) to select which backup storage device to use.
- 4 Click [3 How to back it up](#) to select the methods used for the backup. Depending on which methods are selected you can increase the speed or reliability of the backup.

**NOTE:** After everything is set up, select Save from the [File menu](#) to keep your choices in a [setup file](#).

- 5 Click 4 Start to backing it up to begin the backup.
- 6 If you do not use a default backup name you are prompted for one.
- 7 Click OK.  
The [Backup \(or Tape Backup\) Progress dialog box](#) appears.

Disk Backup Options dialog box

Tape Backup Options dialog box (QIC-40/80)

Tape Backup Options dialog box (SCSI/QIC-02)

Backup Progress dialog box (floppy)

Backup Progress dialog box (DOS path)

Tape Backup Progress dialog box

Backup Drive Selection Information dialog box



program level

Changing the Program Level

Backing Up Files (Preset Program Level)

Backing Up Files (Advanced Program Level)

## **▢ Backing Up Files (Preset Program Level)**

See Also [Window Settings](#) [Dialog Box Settings](#)

The [preset program level](#) is typically used for standardizing backups. If you are not at the preset program level (or you are not sure) then [change the program level](#).

### **To back up files at the preset program level:**

- 1 Click Backup.  
The [Norton Backup \(Backup options\) main window](#) appears.
- 2 Select a [setup file](#) from the Preset Backups list box.
- 3 Select the [backup storage device](#) to backup to.
- 4 If desired, you can see the files that are backed up by clicking Preview.  
The [Preview Backup Files window](#) appears.
- 5 Click Start Backup.  
The [Backup \(or Tape Backup\) Progress dialog box](#) appears.
- 6 Follow the directions presented in the dialog box.

Norton Backup (Backup options) main window  
Preview Backup Files window

Changing the Program Level

Backing Up Files (Step-by-Step Program Level)

Backing Up Files (Advanced Program Level)

Backup Progress dialog box (DOS path)  
Backup Progress dialog box (floppy)  
Tape Backup Progress dialog box

## ▣ **Backing Up Files (Advanced Program Level)**

See Also [Window Settings](#) [Dialog Box Settings](#)

The [advanced program level](#) is designed for experienced users of Norton Backup and backup utilities. It provides the fastest access to all backup options.

If you are not at the advanced program level (or you are not sure) then [change the program level](#).

### **To back up files at the advanced program level:**

- 1 Click Backup.  
The [Norton Backup \(Backup options\) main window](#) appears.
- 2 Select the drives to backup in the Backup From list box, or choose Select Files to select individual files and directories to back up.
- 3 Select the [backup type](#) from the Backup Type drop-down list box.
- 4 Select the [backup storage device](#) to backup to in the Backup To drop-down list box.
- 5 If you want to check or change backup options click Options.  
The [Disk \(or Tape\) Backup Options dialog box](#) appears.
- 6 Click Start Backup.  
The [Backup \(or Tape Backup\) Progress dialog box](#) appears.

Disk Backup Options dialog box

Tape Backup Options dialog box (QIC-40/80)

Tape Backup Options dialog box (SCSI/QIC-02)

Changing the Program Level

Selecting Files for Backup

Backing Up Files (Step-by-Step Program Level)

Backing Up Files (Preset Program Level)



Disk Backup Options dialog box

Tape Backup Options dialog box (QIC-40/80)

Tape Backup Options dialog box (SCSI/QIC-02)

Backup Progress dialog box (floppy)

Backup Progress dialog box (DOS path)

Tape Backup Progress dialog box

Backup Drive Selection Information dialog box

## ▢ Comparing Files (Step-by-Step Program Level)

See Also [Window Settings](#) [Dialog Box Settings](#)

To verify the reliability of your [backup sets](#) you can compare them to the original files. At the [step-by-step program level](#) you can compare your files in four easy steps. The controls and settings you need for each step are arranged in four windows, opened when you click the numbered buttons.

If you are not at the step-by-step program level (or you are not sure) then [change the program level](#).

### To compare files at the step-by-step program level:

- 1 Click Compare.  
The [Norton Backup \(Backup options\) main window](#) appears.
- 2 Click [1 What to compare](#) to select the files, directories and drives to compare.
- 3 Click [2 Where to compare it](#) to select which backup storage device to use.
- 4 Click [3 How to compare it](#) to select the methods to use for the comparison.
- 5 Click 4 Start comparing it to begin the comparison.

The [Compare \(or Tape Compare\) Progress dialog box](#) appears.

**NOTE:** The Corrections text box indicates an error in the data on the [backup media](#) that is correctable using error correction code (ECC) and/or tape header information. Norton Backup does not write corrections to the backup media, it merely notes that it can be corrected. If data cannot be corrected Norton Backup notifies you with a dialog box prompt.

---

Disk Compare Options dialog box  
Tape Compare Options dialog box  
Compare Progress dialog box (DOS path)  
Compare Progress dialog box (floppy)  
Compare Backup Progress dialog box  
Compare Drive Selection Information dialog box

program level

Changing the Program Level

Comparing Files (Preset Program Level)

Comparing Files (Advanced Program Level)

## ▢ Comparing Files (Preset Program Level)

See Also [Window Settings](#) [Dialog Box Settings](#)

To verify the reliability of your [backup sets](#) you can compare them to the original files. The [preset program level](#) provides the easiest method for comparing files.

If you are not at the preset program level (or you are not sure) then [change the program level](#).

### To compare files at the preset program level:

- 1 Click Compare.  
The [Norton Backup \(Backup options\) main window](#) appears.
- 2 Select the backup set catalog from the Backup Set Catalog list box.
- 3 Select the drive(s) and files that you want to compare from the backup set using Select Files.
- 4 Select the storage device for the comparison from the Compare From drop-down list box.
- 5 Click Start Compare.

The [Compare \(or Tape Compare\) Progress dialog box](#) appears.

**NOTE:** The Corrections text box indicates an error in the data on the [backup media](#) that is correctable using error correction code (ECC) and/or tape header information. Norton Backup does not write corrections to the backup media, it merely notes that it can be corrected. If data cannot be corrected Norton Backup notifies you with a dialog box prompt.

---

program level

Changing the Program Level

Selecting Files for Compare or Restore

Comparing Files (Step-by-Step Program Level)

Comparing Files (Advanced Program Level)

## ▣ Comparing Files (Advanced Program Level)

See Also [Window Settings](#) [Dialog Box Settings](#)

By comparing your [backup sets](#) to the original files you can insure you have a reliable backup. If you are not at the advanced program level (or you are not sure) then [change the program level](#).

### To compare files at the advanced program level:

- 1 Click Compare.  
The [Norton Backup \(Backup options\) main window](#) appears.
- 2 Select the backup catalog from the Catalog drop-down list box.
- 3 Select the specific drives to compare using the Compare Files list box, or click Select Files to select individual files and directories to be compared.
- 4 Select the storage device where the backup set is located from the Compare From drop-down list box.
- 5 Select the location of the files to be compared in the Compare To list box.
- 6 If you want to check or change any compare options click Options.  
The [Compare \(or Tape Compare\) Options dialog box](#) appears.
- 7 Click Start Compare.  
The [Compare \(or Tape Compare\) Progress dialog box](#) appears.

**NOTE:** The Corrections text box indicates an error in the data on the [backup media](#) that is correctable using error correction code (ECC) and/or tape header information. Norton Backup does not write corrections to the backup media, it merely indicates that it can be corrected. If data cannot be corrected Norton Backup notifies you with a dialog box prompt.

---

program level

Changing the Program Level

Selecting Files for Compare or Restore

Comparing Files (Step-by-Step Program Level)

Comparing Files (Preset Program Level)



Disk Compare Options dialog box  
Tape Compare Options dialog box  
Compare Progress dialog box (DOS path)  
Compare Progress dialog box (floppy)  
Compare Backup Progress dialog box  
Compare Drive Selection Information dialog box

Disk Compare Options dialog box  
Tape Compare Options dialog box

## ▣ Restoring Files (Step-by-Step Program Level)

See Also [Window Settings](#) [Dialog Box Settings](#)

You can use the [step-by-step program level](#) to return files from your backup set to your hard drive.

If you are not at the step-by-step program level (or you are not sure) then [change the program level](#).

**To restore files at the step-by-step program level:**

- 1 Click Restore.

The [Norton Backup \(Backup options\) main window](#) appears.

- 2 Click [1 What to restore](#) to select the files, directories and drives to restore.

- 3 Click [2 Where to restore it](#) to select which backup storage device to use.

- 4 Click [3 How to restore it](#) to select the methods to use for restoring the backup.

- 5 Click [4 Start restoring it](#) to begin the restore.

The [Restore \(or Tape Restore\) Progress dialog box](#) appears.

Disk Restore Options dialog box

Tape Restore Options dialog box

Restore Progress dialog box (DOS path)

Restore Progress dialog box (floppy)

Restore Backup Progress dialog box

Restore Drive Selection Information dialog box

program level

Changing the Program Level

Selecting Files

Restoring Files (Preset Program Level)

Restoring Files (Advanced Program Level)

## ▢ Restoring Files (Preset Program Level)

See Also [Window Settings](#) [Dialog Box Settings](#)

You can use the [preset program level](#) to return files from your backup set to your hard drive.

If you are not at the preset program level (or you are not sure) then [change the program level](#).

### To restore files at the preset program level:

- 1 Click Restore

The [Norton Backup \(Backup options\) main window](#) appears.

- 2 Select the backup catalog for the backup set you want to restore. Do this by double-clicking on the catalog in the Backup Set Catalog list box. If you want to select particular files and directories then click Select Files.

- 3 Select the storage device for the restoration from the Restore From drop-down list box.

- 4 Click Start Restore.

The [Restore \(or Tape Restore\) Progress dialog box](#) appears.

program level

Changing the Program Level

Selecting Files for Compare or Restore

Restoring Files (Step-by-Step Program Level)

Restoring Files (Advanced Program Level)

## ▣ Restoring Files (Advanced Program Level)

See Also [Window Settings](#) [Dialog Box Settings](#)

You can use the [advanced program level](#) to return files from your backup set to your hard drive.

If you are not at the advanced program level (or you are not sure) then [change the program level](#).

### To restore backup data to the hard disk:

- 1 Click Restore.  
The [Norton Backup \(Backup options\) main window](#) appears.
- 2 Select the backup catalog for the backup set you want to restore. Do this by double-clicking on the catalog in the Catalog list box.
- 3 Select the drive or drives to restore from the Restore Files list box, or click Select Files to select individual files and directories to be restored.
- 4 Select the storage device to restore from.
- 5 Select the location of the files to restore in the Restore To list box.
- 6 If you want to check or change options for the restore click Options.  
The [Restore \(or Tape Restore\) Options dialog box](#) appears.
- 7 Click Start Restore.  
The [Restore \(or Tape Restore\) Progress dialog box](#) appears.



program level

Changing the Program Level

Selecting Files for Compare or Restore

Restoring Files (Step-by-Step Program Level)

Restoring Files (Preset Program Level)

Disk Restore Options dialog box  
Tape Restore Options dialog box

Disk Restore Options dialog box

Tape Restore Options dialog box

Restore Progress dialog box (DOS path)

Restore Progress dialog box (floppy)

Restore Backup Progress dialog box

Restore Drive Selection Information dialog box

## ▢ Sharing a Local Device

[Window Settings](#)    [Dialog Box Settings](#)

Sharing your local device on a network allows several network users to use the same backup storage device.

### To share a local device:

- 1 Click Share.  
The [Share window](#) opens.
- 2 Select the local tape device to share from the Device To Share list box.
- 3 Enter a [share name](#) for your local device in the Share Name text box.
- 4 To create a [log file](#) of device activity, click an X in the Write Log to File check box, then enter a filename in the Log File Name text box.  
If you want to keep a historical log of usage then check the Append to Last Log File check box.
- 5 Click Start Sharing.  
The [Sharing Device dialog box](#) appears.

**NOTE:** You can minimize the Sharing Device dialog box and share your local device in the background. You cannot use the shared device until you click Stop Sharing.

---

## ▣ Drag-and-Drop Backups

### See Also

You can select files in either a Norton Desktop for Windows drive window or the Windows 3.1 File Manager and back up the selected files using "drag-and-drop" techniques.

When you make a backup using "drag-and-drop" techniques the DRAGDROP.SET setup file is used. This setup file is created the first time you make a drag-and-drop backup using the default option settings. You can modify DRAGDROP.SET like any other setup file.

### **To make a drag-and-drop backup from Norton Desktop:**

- 1 Select the files to back up in any Norton Desktop drive window.
- 2 Click the left mouse button on one of the selected files and drag the mouse pointer over the Norton Backup tool icon.
- 3 Release the mouse button.

### **To make a drag-and-drop backup using Windows File Manager:**

- 1 Start Norton Backup for Windows, then minimize it.
- 2 Select the files to back up in any File Manager file list window. Make sure that File Manager is not maximized, and that you can see the Norton Backup icon at the bottom of the screen.
- 3 Click the left mouse button on one of the selected files and drag the mouse pointer over the minimized Norton Backup icon.
- 4 Release the mouse button.

Opening a Setup File  
Saving a Setup File  
Printing a Setup File  
Deleteing a Setup File

## ▣ Recording a Macro

See Also [Window Settings](#)

Use a macro to automate tasks you would normally do yourself. Macros are an excellent way to eliminate user interaction from standardized backups.

**NOTE:** Norton Backup records keystrokes only for macros. Your mouse is inactive while the macro recorder is on. Also, since macros play back keystrokes and keystroke patterns are different at each program level, a macro can be played back only at the program level at which it was recorded.

---

### To record a macro:

- 1 Make sure you are using the appropriate setup file and program level.
- 2 Click Backup.  
The [Norton Backup \(Backup options\) main window](#) appears.
- 3 Choose Record from the Macro menu or press **F7** to start recording.
- 4 Execute the desired keystrokes (see the special keys below).
- 5 Press **F7** to stop recording.
- 6 Use the File menu to save the setup file, or save it when you quit Norton Backup. The macro is saved as part of the setup file.

### Special Keys for Macro Recording:

- F9** Use **F9** to insert a pause in a window or dialog box so you can make selections. For example, if you insert a pause in the Backup Options dialog box, when the macro is played back, it stops at the Backup Options dialog box so changes can be made to the options.  
To insert a pause while recording a macro, press **F9** and then exit the window or dialog box to continue recording.
- Ins** Use the Insert key to select list items, check boxes, and radio buttons.
- Del** Use the Delete key to deselect (turn off) list items, check boxes, and radio buttons.
- Ctrl+Enter** To simulate clicking Start Backup or Start Restore, press **Ctrl+Enter** when the button is highlighted. The backup or restore does not start during recording, but starts when the macro is played.

**NOTE:** The Ins and Del keys are important when recording a macro. You must use these keys to make selections. If you use Spacebar, the selections toggle every time you run the macro.

---

Command-Line Options  
Scheduler



Norton Backup (Backup options) main window (step-by-step program level)  
Norton Backup (Backup options) main window (preset program level)  
Norton Backup (Backup options) main window (advanced program level)

## ▢ **Running a Macro**

### See Also

You can use macros at all program levels. However, a macro can be played back only at the level at which it was recorded.

### **To run a macro:**

- ◆ At advanced and step-by-step levels, choose RUN from the Macro menu to play back a macro.
- ◆ At any program level, press **F8** to run a macro.

It is also possible to run a macro with a command-line option.

Command-Line Options  
Scheduler

## ▣ Using Scheduler

### See Also

Scheduler frees you from remembering when to perform backups by doing them for you automatically.

### **To schedule a backup using Scheduler:**

- 1 Choose the Scheduler menu.  
The Scheduler window opens.
- 2 Click Add.  
The Add Event dialog box appears.
- 3 Type a description of the backup in the Description text box.
- 4 Type the command line you want Scheduler to execute. Include Norton Backup's executable file (NBWIN.EXE) plus any additional command-line options.
- 5 Select the frequency from the Frequency drop-down list box.
- 6 Depending on the frequency selected set the Time, Day, Date, Month, and Year text boxes.
- 7 Click OK.  
Check the Load With Windows checkbox.
- 9 Exit Scheduler by double-clicking the Control menu.

**NOTE:** If you need additional help with Scheduler click the Help button that appears in both the Scheduler window and the Add Event dialog box.

---

Command-Line Options

Opening a Setup File

Saving a Setup File

Printing a Setup File

Deleteing a Setup File

Recording a Macro

Running a Macro

## **▢ Opening a Setup File**

See Also [Dialog Box Settings](#)

Open a different [setup file](#) when you want to change many Norton Backup options.

**To open a setup file follow these steps:**

- 1 Click Backup, Compare, or Restore.
- 2 Choose Open Setup from the File menu.
- 3 Select the desired file from the files list box.
- 4 If the desired setup file is not listed, you can change directories using the Directories list box.
- 5 When the desired setup file is selected, click OK.

Command-Line Options

Saving a Setup File

Printing a Setup File

Deleteing a Setup File

## **▢ Saving a Setup File**

See Also [Dialog Box Settings](#)

Save to a setup file when you have a particular group of options you want to use again.

### **To save a setup file:**

- 1 Click Backup, Compare, or Restore.
- 2 If you are creating a new setup file choose Save Setup As from the File menu and continue, otherwise choose Save Setup from the File menu.
- 3 Specify a file name and description for the setup file. The name of the current setup file is shown in the Norton Backup window title bar. You can change the description of this file at any time using the description text box. The description appears throughout Norton Backup, and is particularly important if the setup file is used at the preset program level.
- 4 Select the directory where you want the setup file saved from the Directory list box. Existing setup files in the current directory are listed in the Files list box.
- 5 Select OK.



Command-Line Options

Opening a Setup File

Printing a Setup File

Deleteing a Setup File

## **Printing a Setup File**

See Also [Dialog Box Settings](#)

In order to print a setup file you must make it your current setup file by opening it.

### **To print a setup file:**

- 1** Choose Print from the File menu.  
The Print Current Settings dialog box appears.
- 2** Choose the Graphics or Text option button from the Print Mode group box.
- 3** If required click Setup to change printer characteristics.
- 4** Click OK to print the setup file.

Opening a Setup File  
Saving a Setup File  
Deleteing a Setup File

## **▢ Deleting a Setup File**

### Dialog Box Settings

Delete a setup file when you no longer need it. This helps save space and eliminate confusion when looking for setup files.

#### **To delete a setup file follow these steps:**

- 1** Choose Delete Setup from the File menu.
- 2** Select the desired file from the Files list box.
- 3** If the desired setup file is not listed, you can change directories using the directories list box.
- 4** When the desired setup file is selected, click OK.

**NOTE:** The current setup file cannot be deleted.

---

## ▢ Opening a Catalog

See Also [Dialog Box Settings](#)

Open a catalog in order to backup, compare or restore certain sets of files. Catalogs differ from setup files in that they specify specific files on your system (directories included). Additionally they do not contain many of the options used by Norton Backup that setup files can.

Use a catalog when you want to perform a backup, compare or restore on a set of files that you have already backed up before.

### To open a catalog:

- 1 Choose Open from the Catalog menu. The Open Catalog dialog box opens, showing the catalog file list.
- 2 Click to highlight a [master catalog](#) or [backup catalog](#).
- 3 Click Browse to locate catalog files not in the default directory.
- 4 When the correct catalog is highlighted, click OK.
- 5 If you cannot find the catalog you need, you may be able to [retrieve](#) it directly from the backup media.
- 6 If the catalog cannot be retrieved, or if disks or tape volumes are missing from the backup set, you must first [rebuild](#) a new backup catalog.

**NOTE:** To obtain a catalog from any backup set, you must use Retrieve, not Open.

---

Retrieving a Catalog  
Rebuilding a Catalog  
Deleting a Catalog

## **▣ Retrieving a Catalog**

See Also [Dialog Box Settings](#)

Use retrieve when you are restoring a backup set that was created on another computer. You can also use retrieve when the catalog for a backup set has been deleted.

### **To retrieve a catalog:**

- 1** Choose Retrieve from the Catalog menu.
- 2** Select the backup device to be used for the retrieve, using the From drop-down list box. If the device is a DOS path, enter or select the path to the backup set in the Path drop-down list box.
- 3** Insert the last disk, tape, or removable media volume of the backup set into the drive.
- 4** Click OK.
- 5** If the device is a tape, the tape directory appears. Select the catalog to retrieve from the tape directory list box, then click OK.

Opening a Catalog  
Rebuilding a Catalog  
Deleting a Catalog



## ▣ Rebuilding a Catalog

See Also [Dialog Box Settings](#)

Rebuild a catalog when retrieving does not work. Rebuilding is much slower than retrieving or opening a catalog.

### To rebuild a catalog:

- 1 Choose Rebuild from the Catalog menu.
- 2 Select the backup device to be used for the rebuild, using the From drop-down list box.
  - ◆ If the device is a disk, select the A: or B: drive to rebuild from.
  - ◆ If the device is a DOS path, enter or select the path to the backup set in the drop-down list box that is beneath the From drop-down list box.
- 3 Insert the first disk, tape cartridge, or removable media volume of the backup set into the drive.
- 4 Click OK.
- 5 If the device is a tape, the tape directory appears. Select the first volume for which you want to rebuild a catalog. Follow the messages shown to continue rebuilding from other volumes.

**NOTE:** Due to a limitation in the QIC standard, DOS file attributes cannot be restored from a rebuilt tape catalog. This means that the archive, read-only, system, and hidden file attributes are off for all files restored using a rebuilt catalog from tape.

---

Opening a Catalog  
Retrieving a Catalog  
Deleting a Catalog

## **▣ Deleting a Catalog**

See Also [Dialog Box Settings](#)

Delete a [catalog file](#) when you no longer need it. This helps save space and eliminate confusion when looking for catalogs.

### **To delete a catalog:**

- 1 Choose Delete from the Catalog menu. The Delete Catalog dialog box opens, showing the catalog file list.
- 2 Highlight a [master catalog](#) or [backup catalog](#).  
Click Browse to locate catalog files not in the default directory.
- 3 When the catalog you want to delete is highlighted, click Delete.
- 4 After deleting the catalog(s), click Done.

**NOTE:** If you delete a master catalog, all backup catalogs associated with it are deleted. If you delete a backup catalog, it is also removed from the master catalog.

---

Opening a Catalog  
Retrieving a Catalog  
Rebuilding a Catalog

## ▢ **Formatting a Tape (QIC-40/80)**

### Dialog Box Settings

Format a tape only if the tape is not already formatted. Formatting can take from 40 minutes to two hours to complete.

**WARNING:** Formatting erases all data on the tape.

---

### **To format a tape:**

- 1 Insert a tape in the drive.
- 2 Choose Format from the TapeTools menu.  
The contents, if any, are read and displayed in the Tape Directory dialog box. Review the contents. If you do not need the data in the displayed backup sets, proceed to step 3. If you do not want to format the tape, click Cancel.
- 3 Click OK.  
The Tape Label dialog box appears.
- 4 Enter a descriptive name for the tape.
- 5 Click OK.

## **▣ Retensioning a Tape (QIC-40/80)**

Retension a tape if you have problems reading or writing to it.

### **To retension a tape:**

- 1** Insert the tape in the drive.
- 2** Select Retension from the TapeTools menu.  
The tape is wound to the end and rewound back to the beginning.

## ▢ Erasing a Tape (QIC-40/80)

See Also [Dialog Box Settings](#)

If you have data you no longer want and do not want others to access it then erase the tape.

**WARNING:** If you choose to proceed with erasing the tape, all data is lost. The Erase command removes information in the tape directory, making the data inaccessible. To be certain the data cannot be recovered by any means, use [Security Erase](#).

---

### To erase a tape:

- 1 Choose Erase from the TapeTools menu.
- 2 Insert a tape in the drive. The contents are read and displayed in the tape directory.
- 3 Review the contents.
- 4 If you want the tape contents erased, click OK.
- 5 To exit without erasing the tape, click Cancel.

Security Erasing a Tape (QIC-40/80)  
Deleting Tape Volumes



## ▣ Security Erasing a Tape (QIC-40/80)

See Also [Dialog Box Settings](#)

Use security erase to remove any trace of previous data from a tape. This method is slower than erase.

**WARNING:** If you proceed with security erasing a tape, all data on the tape is erased by overwriting with zeros. This method prevents retrieval of the data by any means.

---

### To erase a tape securely:

- 1 Select Security Erase from the TapeTools menu.
- 2 Insert a tape in the drive. The contents are read and displayed in the tape directory..
- 3 Review the contents.
- 4 To erase the tape, click OK.
- 5 To exit without erasing the tape, click Cancel.

Erasing a Tape (QIC-40/80)  
Deleting Tape Volumes

## ▣ **Deleting Tape Volumes**

See Also [Dialog Box Settings](#)

Deleting a tape volume can be used when you do not want to erase an entire tape.

**NOTE:** Volumes selected for deletion must be in sequence and at the end of the tape. You cannot delete a volume without deleting all volumes after it.

---

### **To delete a tape volume:**

- 1 Select Delete from the TapeTools menu.
- 2 Insert a tape in the drive. The contents are read and displayed in the tape directory. To learn more about this information, click [\\_See Also](#) and select Tape Directory.
- 3 Select each volume you want to delete. Click the first volume you want to delete with the left mouse button, then hold the button and drag the mouse pointer to the last volume on the tape.  
The selected volumes are highlighted.
- 4 Click OK.

Erasing a Tape (QIC-40/80)

Security Erasing a Tape (QIC-40/80)

## ▣ Initializing a SCSI/QIC-02 Tape

### Dialog Box Settings

Initializing a SCSI or QIC-02 tape is similar to formatting other types of tapes or disks. However, naming the tape is not optional; you must enter a tape series name.

**WARNING:** If you choose to proceed with initializing the tape, all data currently on the tape is lost.

---

### To initialize a tape:

- 1 Choose Initialize from the TapeTools menu.  
A dialog box indicating the tape drive status is displayed.  
A Tape Directory dialog box appears.
- 2 Click OK. If you want to use another tape then click Use Another Tape, insert the other tape, and click OK.  
The Initialize Tape As dialog box appears.
- 3 Enter a tape series name and optionally a tape description.
- 4 You can password protect this tape and all tapes in this series by checking Password Protect Entire Tape Series and entering a password in the text box. You must then confirm the password by retyping it in the second text box.
- 5 If you are storing many files on the tape check the Quick File Access check box.
- 6 Click OK to begin Initializing the tape.

## ▣ **Retensioning a Tape (SCSI/QIC-02)**

Retension a tape if you have problems reading or writing to it.

### **To retension a tape:**

- 1 Insert the tape in the drive.
- 2 Select Retension from the TapeTools menu.  
The tape is wound to the end and rewound back to the beginning.

## ▣ Erasing a Tape (SCSI/QIC-02)

See Also [Dialog Box Settings](#)

If you have data you longer want and do not want others to access it then erase the tape.

**WARNING:** If you choose to proceed with erasing the tape, all data is lost. The Erase command removes information in the tape directory, making the data inaccessible. To be certain the data cannot be recovered by any means, use [Security Erase](#).

---

### To erase a tape:

- 1 Choose Erase from the TapeTools menu.
- 2 Insert a tape in the drive. The contents are read and displayed in the tape directory.
- 3 Review the contents.
- 4 To erase the tape, click OK.
- 5 To exit without erasing the tape, click Cancel.

Security Erasing a Tape (SCSI/QIC-02)  
Deleting Tape Volumes



## ▣ Security Erasing a Tape (SCSI/QIC-02)

See Also [Dialog Box Settings](#)

Use security erase to remove any trace of previous data from a tape. This method is slower than erase.

**WARNING:** If you proceed with security erasing a tape, all data on the tape is erased by overwriting with zeros. This method prevents retrieval of the data by any means.

---

### To erase a tape securely:

- 1 Choose Security Erase from the TapeTools menu.
- 2 Insert a tape in the drive. The contents are read and displayed in the tape directory.
- 3 Review the contents.
- 4 To erase the tape, click OK.
- 5 To exit without erasing the tape, click Cancel.

Erasing a Tape (SCSI/QIC-02)  
Deleting Tape Volumes

**Menu Commands**

**File menu**

**Catalog menu**

**Macro menu**


**TapeTools menu for QIC-40/80 Device**


**TapeTools menu for SCSI/QIC-02 Devices**


**Scheduler!**

 **Menu Commands**

 **File menu**

 Open Setup...

 Save Setup

 Save Setup As...


 Delete Setup


 Select Drive

 Deselect Drive

 Print

 Printer Setup


 Exit


 1, 2, 3, 4, 5

 **Catalog menu**

 **Macro menu**

 **TapeTools menu for QIC-40/80 Device**

 **TapeTools menu for SCSI/QIC-02 Devices**

 **Scheduler!**

- ▣ **Menu Commands**
- ▣ File menu
- ▣ Catalog menu
- ▣ Open
- ▣ Retrieve
- ▣ Rebuild
- ▣ Delete
- ▣ Macro menu
- ▣ TapeTools menu for QIC-40/80 Device
- ▣ TapeTools menu for SCSI/QIC-02 Devices
- ▣ Scheduler!


 **Menu Commands**

 File menu


 Catalog menu


 Macro menu

 Record

 Run

 TapeTools menu for QIC-40/80 Device

 TapeTools menu for SCSI/QIC-02 Devices

 Scheduler!


- ▣ **Menu Commands**
- ▣ File menu
- ▣ Catalog menu
- ▣ Macro menu
- ▣ TapeTools menu for QIC-40/80 Devices
- ▣ Identify
- ▣ Erase
- ▣ Security Erase
- ▣ Format
- ▣ Delete Volumes
- ▣ Retention
- ▣ TapeTools menu for SCSI/QIC-02 Devices
- ▣ Scheduler!

- ▣ **Menu Commands**
- ▣ File menu
- ▣ Catalog menu
- ▣ Macro menu
- ▣ TapeTools menu for QIC-40/80 Device
- ▣ TapeTools menu for SCSI/QIC-02 Devices
- ▣ Identify
- ▣ Erase
- ▣ Security Erase
- ▣ Initialize
- ▣ Retention
- ▣ **Scheduler!**




 **Menu Commands**

 **File menu**

 Open Setup...

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 Exit


 1, 2, 3, 4, 5

 **Catalog menu**

 Open

 Retrieve

 Rebuild


 Delete


 **Macro menu**

 Record

 Run

 **TapeTools menu for QIC-40/80 Devices**

 Identify

 Erase


 Security Erase

 Format

 Delete Volumes


 Retension

 **TapeTools menu for SCSI/QIC-02 Devices**

 Identify

 Erase

 Security Erase

 Initialize

 Retension

 **Scheduler!**

**▢ Open Setup... command (File menu)**

Dialog Box Settings

Opens the Open Setup File dialog box used to load a setup file.

▢ **Save Setup command (File menu)**

Saves any changes made to an existing setup file currently in use.

## **Save Setup As... command (File menu)**

### Dialog Box Settings

Opens the Save Setup File dialog box where you can save the current settings to a new or existing setup file, or specify a new description for the current setup file.

Use Save Setup As when saving a setup file for the first time.

**▢ Delete Setup... command (File menu)**

Dialog Box Settings

Opens the Delete Setup File dialog box used to delete a setup file.

### **Select Drive command (File menu)**

Tags all the files on the highlighted drive in the Backup To, Compare From, and Restore From list boxes. This selection is the same as clicking the right mouse button on the drive letter of a highlighted drive.

### **Deselect Drive command (File menu)**

Removes selection tags from all the files on the highlighted drive in the Backup To, Compare From and Restore From list boxes. This selection is the same as clicking the right mouse button on the drive letter of a highlighted drive.

**Print... command (File menu)**

Dialog Box Settings

Prints a list of the settings defined in the current setup file, including selected files and options.



**Printer Setup... command (File menu)**

Opens the Windows printer setup dialog box where you can adjust the printer settings.

## **Exit command (File menu)**

Exits Norton Backup. This is equivalent to clicking Quit on the toolbar.

### **1, 2, 3, 4, 5 commands (File menu)**

Use the numbers and filenames listed at the bottom of the menu to open the last five setup files with which you have worked. To open one of these setup files, choose it from the list.

## ▢ Open... command (Catalog menu)

### Dialog Box Settings

Displays the Open Catalog dialog box used to load a catalog. You can then select files for compare or restore using the catalog. Two types of catalogs are available from the list, which are distinguishable by their icons:



Master catalogs contain references to all backups that have been made during a backup cycle.



Individual backup catalogs contain the information for one backup set.

If you open a master catalog, Norton Backup merges all the associated backup catalogs, making all the files in all the backup sets created during the backup cycle available for selection.

## **▢ Retrieve... command (Catalog menu)**

### Dialog Box Settings

If the backup catalog you need is not available on your hard disk, choose this command from the Catalog menu to retrieve the catalog directly from the backup media.

With disk and DOS Path backups, the catalog is always stored as part of the backup set. With tape backups, the catalog is written to the tape only if you check the Store Catalog on Tape check box in the Tape Backup Options dialog box. If you need to restore files from a tape backup set and the catalog is not on your hard disk or the tape, you must rebuild the catalog.

## **Rebuild... command (Catalog menu)**

### Dialog Box Settings

If your catalog is not available on your hard disk, and you are unable to retrieve it from the backup media, rebuild the catalog from the backup set using this Catalog menu selection.

Catalogs can be rebuilt from disks, tapes, or DOS Paths. After the catalog is rebuilt, Norton Backup opens it automatically. Then you can select files from the backup set for restore or compare.

## **Delete... command (Catalog menu)**

### Dialog Box Settings

Opens a dialog box where you can delete catalogs that you no longer need from your hard disk.

## **Record command (Macro menu)**

Starts and stops the recording of a keystroke macro. You can also use the **F7** key to start and stop macro recording. Macros can be recorded at preset program level but, since there is no Macro menu at this level, you must use function keys to record the macros.



## ▢ Run command (Macro menu)

Plays back a keystroke macro that has already been recorded. You can also use the **F8** key to play macros. Since there is no Macro menu in preset program level, use this function key to play back macros.

## ▢ Initialize command (SCSI/QIC-02 TapeTools menu)

Choose this command before using a new tape in your SCSI/QIC-02 device. This command creates a tape directory, similar to a directory on a disk, where the filenames of your stored backup catalogs are kept.

When you choose this command, the Initialize dialog box appears. Enter a tape name, description, and an optional password. Check the Create Volume Directory option to have a set map stored on the tape. While creating a set map adds time to the initialize process, the TapeTools Identify command operates much faster when a set map is on the tape.

## **Identify command (QIC-40/80 TapeTools menu)**

### Dialog Box Settings

Choose this command to see the tape directory. This information includes the volumes, tape name, type, bytes available, and bytes used, as well as any backup set catalogs stored on the tape.

## **▢ Identify command (SCSI/QIC-02 TapeTools menu)**

### Dialog Box Settings

Choose this command to see the tape directory and a listing of the tape's contents, which includes backup set catalog names and tape volumes. The directory also includes information about the tape series name, tape numbers, and password protection.

## ▢ Erase command (QIC-40/80 TapeTools menu)

### Dialog Box Settings

Choose this command to erase the contents of a tape. The tape remains formatted. Erasing a tape is a quick procedure, usually taking less than a minute, because only the tape directory information is actually erased. This is similar to the DOS "Delete" command used to erase files from a disk.

**WARNING:** The Erase command removes information in the directory, making the data inaccessible. Note the difference between Erase and Security Erase.

---

## ▢ Erase command (SCSI/QIC-02 TapeTools menu)

### Dialog Box Settings

Select this command to erase a SCSI or QIC-02 tape. When this feature is supported by the device, the tape is initialized and then bulk erased. If the tape has been password protected, you must enter the password before it can be erased.

**WARNING:** If the device does not support bulk erasing of data, the Erase command removes only the information in the tape directory, making the data inaccessible. Note the difference between Erase and Security Erase.

---

## ▢ Security Erase command (TapeTools menu)

### Dialog Box Settings

Select this command to overwrite all data on the tape with zeros. Since a Security Erase involves overwriting all the data on the tape, a considerable amount of time is required.

**WARNING:** A Security Erase not only erases the directory, but also overwrites every byte of data on the tape, making the data unrecoverable by any means. All data is permanently lost.

---

Security Erase dialog box

Security Erase (tape status) dialog box



## ▢ **Format command (QIC-40/80 TapeTools menu)**

### Dialog Box Settings

Select this command to format blank tapes. An alert message appears asking you to confirm that you want to format the tape.

**WARNING:** The Format command erases all data on the tape!

---

Tape Directory dialog box

Tape Label dialog box

Format (tape status) dialog box

## **Delete Volumes command (QIC-40/80 TapeTools menu)**

### Dialog Box Settings

Choose this command to erase specific backup volumes from a tape. This command frees space on the tape while retaining backup sets you need.

## **▢ Retension command (QIC-40/80 TapeTools menu)**

If you are experiencing problems reading from or writing to a tape, it may need to be retensioned. When you choose this command, the tape in the drive is wound to the end and rewound back to the beginning.

## Scheduler! menu command

### See Also

This menu causes Norton Backup to run Scheduler. Scheduler can be used to plan one-time backups or as many regular backups as you like.

Select the day(s) you want the operation to be performed using the graphical calendar and choose frequency options such as weekdays, weekly, and monthly. You can also specify the time of day to start the backup. You can completely automate the backup process by using the Scheduler and Norton Backup command-line options in combination with your own customized backup procedures.

## Command-Line Options





## ▢ File menu

The File menu gives you access to these commands:

- ▢ Open Setup...
- ▢ Save Setup
- ▢ Save Setup As...
- ▢ Delete Setup
- ▢ Select Drive
- ▢ Deselect Drive
- ▢ Print
- ▢ Printer Setup
- ▢ Exit
- ▢ 1, 2, 3, 4, 5

## **Catalog menu**

The Catalog menu gives you access to these commands:

-  Open
-  Retrieve
-  Rebuild
-  Delete



## ▢ **Macro menu**

The Macro menu gives you access to these commands:

▢ Record

▢ Run

## ▢ **TapeTools menu**

The TapeTools menu gives you access to these commands for QIC-40/80 devices:

- ▢ Identify
- ▢ Erase
- ▢ Security Erase
- ▢ Format
- ▢ Delete Volumes
- ▢ Retention

The TapeTools menu gives you access to these commands for SCSI/QIC-02 devices:

- ▢ Identify
- ▢ Erase
- ▢ Security Erase
- ▢ Initialize
- ▢ Retention

{bmc nbwin2.bmp} **Error Logging Drive**

Norton Backup currently supports directory paths of less than 64 characters. When this error occurs, Norton Backup logs the path, but truncates (shortens) it to the last subdirectory that fits within the limit. To complete drive logging, click OK.

{bmc nbwin2.bmp} **Too Many Files For Backup**

A single backup set is limited to 65,534 files. The number of files selected for any backup session should not exceed this limit. If you need to back up more than 65,534 files, you must do it in multiple backup sessions. Select part of the files (up to 65,534) for the current backup and select the remaining files at another time. You can select the remaining files and do another backup immediately after completing this backup, if you wish.

{bmc nbwin2.bmp} **Too Many Directories**

There is a limit of 1724 directories per drive that can be logged by Norton Backup. The drive you are logging exceeds this limit. You will only be able to select and back up from the directories that were logged before the message was displayed.

{bmc nbwin2.bmp} **Confirm Delete**

You have chosen to delete a catalog file. This message asks you to confirm your decision before Norton Backup deletes the catalog file.

{bmc nbwin2.bmp} **Catalog Does Not Exist**

You have attempted to load a catalog that does not exist. Make sure you specified the correct file name. You can retrieve a copy of the catalog from the backup set.

{bmc nbwin2.bmp} **Corrupt Catalog File**

This catalog file is corrupt. You can [retrieve](#) or [rebuild](#) the catalog from the backup set media.



{bmc nbwin2.bmp} **Too Many Catalogs In Master Catalog**

The master catalog can handle up to 255 component catalogs. The message will appear if there are more than 255 component catalog files in a master catalog when it is loaded. This is an unlikely situation since Full backups are usually made more frequently than one in every 255 backups. For now, work with the individual backup catalogs for each backup set rather than the master catalog. Then, make a Full backup to clear the master catalog.

To avoid this problem in the future, make a Full backup more frequently (at least one for every 254 incremental backups).

{bmc nbwin2.bmp} **Empty Master Catalog**

The master catalog should never be empty unless the master catalog file was edited and references to the component (backup set) catalogs were deleted.

For now, you will have to work with the individual backup catalogs for each backup set rather than the master catalog. Then, make a full backup to create a new master catalog.

{bmc nbwin2.bmp} **Master Catalog Too Large**

In most cases, a master catalog file is very small. To optimize the handling of these files, Norton Backup limits the size of the master catalog file to 32 Kb. The message will appear if that limit is exceeded. You should not run into this problem unless your master catalog contains references to an excessive amount (over 200) of component catalogs.

For now, work with the individual backup catalogs for each backup set rather than the master catalog. Then, make a Full backup to clear the master catalog.

To avoid this problem in the future, make Full backups more frequently. Each Full backup clears the master catalog.

{bmc nbwin2.bmp} **Unable to Create Catalog**

Norton Backup was not able to create the master catalog file after the backup. Usually this condition means insufficient hard drive space, a full root directory, a locked file, or a lack of the network rights needed to create a file.

{bmc nbwin2.bmp} **Cannot Load Master Catalog**

A component file of the master catalog was missing. You were asked if the master catalog could be loaded without the missing component catalog. Since you responded negatively, the master catalog could not be loaded.

{bmc nbwin2.bmp} **Missing Component Catalog of Master Catalog**

A master catalog contains references to backup (component) catalogs. A backup catalog identified by the current master catalog is missing from your hard drive. The master catalog can still be loaded without one of its backup catalogs. The message prompts you to indicate whether you want to continue without the missing backup catalog.

If you did not intentionally remove or erase the backup catalog from your hard drive, you can attempt to retrieve or rebuild the missing backup catalog from your backup media.

{bmc nbwin2.bmp} **Defined Catalog Path Does Not Exist**

When the catalog button is chosen in the Restore and Compare windows, the catalog file path is checked to make sure that it exists. If it does not exist, this message is displayed. The catalog dialog box will not open up if the currently specified catalog path does not exist. Go to the Configure window and change the catalog file path.

{bmc nbwin2.bmp} **Unable to Open Master Catalog**

After a backup is complete, the master catalog for the active setup file is updated.

This message is displayed when the master catalog could not be opened. The problem has several potential causes. The file may be set as read-only, it may be on a network and locked, or there may be a hardware problem.

Check to see if any of the above conditions apply. If the file is locked or read-only, change its attributes before the next backup session.



{bmc nbwin2.bmp} **Auto Configure Message**

This message will appear the first time that Norton Backup is run. If you choose to continue, the storage device types connected to your system will be determined and several configuration tests will be initiated. You must configure Norton Backup before performing your first backup.

{bmc nbwin2.bmp} **Compatibility Test Failed**

Successful completion of the compatibility test is essential to ensure that Norton Backup operates reliably on your system with the current configuration. If the compatibility test fails, follow these steps:

- 1 In the Configure window, click Test.
- 2 In the Compatibility Test dialog box, set the DMA Operation During Test to Most Compatible.
- 3 Try the compatibility test again.
- 4 If the test still does not complete successfully, try closing all other Windows applications and running Norton Backup alone.
- 5 Boot from a clean floppy disk that contains the minimum amount of statements, in your CONFIG.SYS and AUTOEXEC.BAT files, required to run Windows.
- 6 Try the compatibility test again. If the test works follow the instructions presented in booting from a clean floppy disk.
- 7 If you try all of these steps and the compatibility test will not pass on your computer, contact Technical Support.

**NOTE:** You should rerun the compatibility test any time you change or add hardware (memory board, tape drive, hard disk) or memory-resident software (disk cache, memory manager, shell) to your system.

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{bmc nbwin2.bmp} **Compatibility Test Not Done**

Successful completion of the compatibility test is essential to ensure that reliable backups and restores can be made on your system with the current configuration. This message will be displayed each time Norton Backup is run, until the compatibility test has been completed successfully.

To start the compatibility test, click the Configure button, then click the Test button. During the test, a small backup and compare is performed to check that Norton Backup is functioning properly on your system.

{bmc nbwin2.bmp} **Remove Disks From Drive**

The disk change test determines whether Norton Backup can use the fastest and most reliable method for detecting when the floppy disk has been changed in the drive. It is a simple test that takes only a few seconds.

The drives must be empty before the disk change test can be performed. Make sure that the drives are empty, then continue.

{bmc nbwin2.bmp} **Remove Tape**

Norton Backup is determining the type of tape drive that is attached to your computer.

For some devices, the tape drive must be empty. Make sure no tape is in the drive before proceeding.

{bmc nbwin2.bmp} **Confirm File Deletion**

You have chosen to delete a file. This message prompts you to confirm your decision.

{bmc nbwin2.bmp} **Error Deleting File**

For some reason, the file which you selected to delete could not be deleted. Check to make sure that the file is not read-only. If it is a file on a network, you may not be able to delete it, because you do not have the necessary network rights to do so.

{bmc nbwin2.bmp} **Include/Exclude List Full**

There is a limit of 50 statements in the include/exclude list. You have attempted to exceed this limit. Review the list to see if any items are no longer needed and can be deleted. Then add the new item.



{bmc nbwin2.bmp} **Wrong Program Level for Macro**

Keystroke macros can be recorded and played at all program levels. If a macro is recorded at one program level, however, it cannot be played back at another program level. The reason for the incompatibility between the program levels is that keystroke patterns are different for the program levels. Go to the Configure window and select the program level at which the macro was recorded.

{bmc nbwin2.bmp} **Cannot Open Setup File**

The program was unable to open the specified setup file. This problem may have been caused by one of the following: the file doesn't exist, you do not have the network rights needed to open the file, or there may be a hardware problem on your system.

{bmc nbwin2.bmp} **Cannot Create Setup File**

An error occurred when creating the setup file. Your hard disk may be full or the path you specified may not exist. If you are on a network, you may not have the network rights needed to create the file. If you are saving your setup file in the root directory, you may have exceeded the file limit. There is a limit to the number of files that the root directory can contain.

{bmc nbwin2.bmp} **Error Reading Setup File**

Norton Backup was unable to open the setup file. There may be a problem with your disk the file allocation table may be corrupted. If you are loading from a floppy disk, the floppy disk may have been pulled out while the setup file was being read.

{bmc nbwin2.bmp} **Error Writing Setup File**

An error occurred while the setup file was being written. Most likely, your hard disk filled up and the file write could not be completed. A hardware problem could also have caused this error.

{bmc nbwin2.bmp} **Not a Setup File**

When Norton Backup loads a setup file it looks on the first line and checks to see that it says "SETUP FILE." If that statement is not found, the error message above will be displayed. Either you have tried to load a file that is not really a setup file, or you must have edited a valid setup file and altered its first line.

{bmc nbwin2.bmp} **Backup Canceled**

The backup was canceled before its completion.

{bmc nbwin2.bmp} **Rebuild Canceled**

The rebuild was canceled before its completion.



{bmc nbwin2.bmp} **Retrieve Canceled**

The retrieve was canceled before its completion.

{bmc nbwin2.bmp} **Restore Canceled**

The restore was canceled before its completion.

{bmc nbwin2.bmp} **Compare Canceled**

The compare was canceled before its completion.

{bmc nbwin2.bmp} **Compatibility Test Canceled**

The compatibility test was canceled during its first phase: backup. Successful completion of the compatibility test is essential to ensure that reliable backups and restores can be made on your system with the current configuration. You should retry and complete the compatibility test before you make any backups.

{bmc nbwin2.bmp} **Backup Portion Of Compatibility Test Complete**

The first phase of the compatibility test has been completed successfully. Click OK to continue with the second phase of the test. You should complete the compatibility test before you make any backups.

{bmc nbwin2.bmp} **Invalid Diskette Message**

You have inserted a different floppy disk type than the one which was specified for the backup session. Remove the floppy disk and insert one that is the correct type.

{bmc nbwin2.bmp} **Unusable Diskette Message**

The floppy disk that was inserted for the backup is most likely defective. Remove the floppy disk and insert another floppy disk to continue.

{bmc nbwin2.bmp} **Insert Next Diskette**

Normally, the prompt for the next floppy disk will appear in the drive progress bar. After about 15 seconds, if the floppy disk still hasn't been replaced, this message will appear to prompt you for the next backup floppy disk.



{bmc nbwin2.bmp} **Disk In Current Set**

You were prompted to insert another floppy disk for the backup. The floppy disk you inserted has already been used in the current backup set. You must remove it and insert another.

{bmc nbwin2.bmp} **Insufficient Diskette Space**

When you back up to a removable DOS device, multiple component files can be stored on one physical volume. For example, you can back up to a 1.44 Mb drive as a DOS path. If your component size is set to 360 Kb, it will be possible to fit several component files on one floppy disk. When the DOS volume is full, this message appears to prompt you to insert another volume (floppy disk) into the drive.

{bmc nbwin2.bmp} **Insufficient Hard Disk Space**

If you back up to a DOS Path on a hard drive and the hard drive fills up, the backup cannot be completed. The above message is shown to inform you that you must either delete some files on the hard drive, or terminate the backup.

The backup components which were written before the hard drive filled up will remain on the hard drive. However, if you want to restore from these components, you must first rebuild a catalog since the backup was not able to finish and build the associated backup catalog.

{bmc nbwin2.bmp} **Component Creation Error**

This message may appear if you are backing up to a DOS path or network drive that is not available or properly prepared. There are several possible causes of this error, including:

- ◆ No disk present in an external disk drive.
- ◆ No access rights to a network drive.
- ◆ An unformatted hard or disk drive.

**NOTE:** If you back up to a floppy disk as a DOS path, that floppy disk must be formatted prior to the backup, even if the backup option Always Format Diskettes is selected. The Always Format Diskettes option is not applied when you are performing backups to a DOS path.

---

{bmc nbwin2.bmp} **Unable to Delete Component File**

A write error occurred when creating a component file, but the bad file could not be deleted because it had zero length. If you see this message contact [Technical Support](#).

{bmc nbwin2.bmp} **Insert Next Volume**

You have been prompted to insert the next volume into the drive to continue the backup. You are prompted for "volumes" rather than floppy disks because you have chosen to back up to a DOS Path.

{bmc nbwin2.bmp} **Write Protected Diskette**

The floppy disk you inserted is write protected. Remove the floppy disk from the drive and make sure it is a floppy disk you want to use for backup. If so, you must remove the write protection before you reinsert it in the drive. If not, insert another floppy disk to continue the backup.

{bmc nbwin2.bmp} **Volume Write-Protected**

The volume you inserted is write protected. Remove the volume from the drive and make sure you want to use it for backup. If so, you must remove the write protection before you reinsert it in the drive. If not, insert another volume to continue the backup.



{bmc nbwin2.bmp} **Diskette Unusable**

You have inserted a bad floppy disk into the drive. The backup data could not be written to the disk. You must insert another floppy disk to continue the backup.

{bmc nbwin2.bmp} **Volume Defective**

You are configured to back up to a DOS path. The DOS volume in the drive is defective. The backup data could not be written correctly. You must insert another volume in the drive to continue.

{bmc nbwin2.bmp} **Write Error**

You are backing up to a local or network drive. A problem was encountered when writing to the drive, which may be caused by a full drive, hardware failure, or network conflict. Reliable backups cannot be made under such conditions and the backup must be canceled.

**NOTE:** If you are making the backup to a Stacker disk volume or other comclickion utility, set the Norton Backup comclickion option to Off and try making the backup again.

---

{bmc nbwin2.bmp} **Unable to Open File**

One of the selected files could not be opened. It will be skipped for this backup.

The file may be locked or it may no longer exist. The file could have been deleted after the drive was logged for backup file selection. Another possible cause is if you try to access a network file but do not have the rights needed to open it.

{bmc nbwin2.bmp} **Undefined Media Type**

This is an internal error. If you see this message, contact [Technical Support](#).

{bmc nbwin2.bmp} **Drive Not Responding**

Make sure that the floppy disk is properly inserted and the drive door is closed.

{bmc nbwin2.bmp} **Diskette Removed Prematurely**

Do not remove a backup floppy disk from a drive until the prompt to insert the next floppy disk appears. You should not anticipate the prompt by relying on the progress bar. The backup will have to reset to the beginning of the floppy disk when you reinsert it to ensure that all the data is written correctly.

{bmc nbwin2.bmp} **Cannot Access File**

A file that was selected for backup can no longer be accessed. The file may have been deleted from the hard disk while it was being backed up. The backup must be canceled at this time because the entire file cannot be backed up, and this violates the integrity of the backup set.



{bmc nbwin2.bmp} **Cannot Allocate Comclickion**

Not enough memory is available for Norton Backup to comclick the files as they are backed up. You can choose Yes to continue without comclickion, but the backup data will require more disks or space, and the backup may take longer. If you want to use comclickion, choose No to cancel the backup, then close some other applications to free more memory before trying again.

{bmc nbwin2.bmp} **Error Creating Component File**

You are backing up files to a hard drive, external mass-storage device, or a network drive, but an error was encountered when creating a backup component file on the target drive. Several conditions can cause this error, including:

- ◆ The target drive or directory is full.
- ◆ You do not have network access rights to the directory.
- ◆ The drive or network server is malfunctioning.

When this error occurs, the current operation is canceled.

{bmc nbwin2.bmp} **Unable to Create Catalog File**

Norton Backup was unable to create the catalog for the backup set, probably because of insufficient space on the hard disk. Restore makes use of the backup catalog, so it will be necessary for you to rebuild the catalog file before you can restore this backup set.

{bmc nbwin2.bmp} **Insufficient Space for Catalog**

Norton Backup was unable to create the catalog for the backup set because the defined catalog path is full. You can still restore and compare from this backup set, but first you will have to free some space.

{bmc nbwin2.bmp} **No Printer Available**

No printer is available for Windows to use. Run the Windows control panel and install a printer driver. Also make sure that the installed printer is active.

{bmc nbwin2.bmp} **Print File Open Error**

The file list could not be printed to the specified text file, because it could not be opened. This message usually indicates that an invalid file name was specified or that the disk is full. If you are on a network, it is possible that the file could not be opened because you do not have the network rights to create the file.

{bmc nbwin2.bmp} **Control Panel Printer Message**

You have attempted to configure your printer settings. Normally, Norton Backup produces a printer configure dialog box by linking into a part of the printer driver. Some older printer drivers, however, do not support the features necessary to let other applications link to their configuration. The current printer driver is of such a type. You will have to use the Windows control panel to change your printer configuration.

{bmc nbwin2.bmp} **Rebuild Complete**

Norton Backup has finished rebuilding the catalog for the volumes that you specified. You can now use the catalog to restore or compare files.



{bmc nbwin2.bmp} **Rebuild Bad Disk Error**

The backup component cannot be used for rebuilding because the directory area is corrupt. This problem can occur on all types of media including floppy disks and hard drives. You will not be able to restore the data contained in this backup component.

{bmc nbwin2.bmp} **Skip First Component in Rebuild**

You backed up to a DOS path, and the backup data was stored in component files. Norton Backup is unable to find the first of these component files. It is possible to begin to rebuild a catalog with a component file other than the first. However, it will not be possible to restore any data from the skipped components. For example if you begin the rebuild with component #3, then you will not be able to restore from #1 or #2.

**If Rebuilding From Removable Media:**

If you are using removable DOS media, you have the option of responding to the prompt with No. You will then have a chance to replace the current physical volume with one that may contain the first component file.

**If Rebuilding From a Fixed Disk:**

If you are rebuilding from a hard disk, your only options are either to Cancel the rebuild or to proceed with the found component file.

{bmc nbwin2.bmp} **Insert First Disk for Rebuild**

Rebuild creates a backup catalog from your incomplete backup set. To start the rebuild you must insert the first available volume of the backup set.

{bmc nbwin2.bmp} **Rebuild Skip Next Disk Message**

It is possible to rebuild a catalog from a non-contiguous set of backup components. However, you will only be able to restore from those components you used in the rebuild. The components used in rebuilding must be read in sequential order. If you elect to skip a component, you will not be able to insert it at a later time in the rebuild.

**If Rebuilding From Removable Media:**

If you are using removable DOS media, you have the option of responding No to the prompt. You will then have a chance to replace the current physical volume with one that may contain the interim component file(s).

**If Rebuilding From Fixed Disk:**

If you are rebuilding from a hard disk, your only options are either to Cancel the rebuild or to proceed using the found component files.

{bmc nbwin2.bmp} **Insert Next Disk for Rebuild**

Check to make sure that you have rebuilt from all existing volumes of your backup set. If one or more volumes remain, insert the next volume of the set for the rebuild.

{bmc nbwin2.bmp} **No Component Files**

Norton Backup could not find any backup component files to use for the rebuild. Make sure you have inserted a backup floppy disk. If you are rebuilding from a DOS path, check the defined path.

{bmc nbwin2.bmp} **Skip Last Disk in Rebuild**

You are rebuilding from a hard disk. The last backup component file could not be found. You can continue and finish the rebuild without this component, or you can cancel the rebuild.

{bmc nbwin2.bmp} **Rebuild DOS Diskette Message**

Remove the DOS floppy disk and insert the next floppy disk from the backup set you are rebuilding.



{bmc nbwin2.bmp} **Rebuild Wrong Backup Set Message**

You have inserted a floppy disk from a different backup set than the one for which the catalog is being rebuilt.

{bmc nbwin2.bmp} **Start Rebuild With Current Diskette**

You have not inserted the first floppy disk of the backup set. If you begin to rebuild the catalog with this floppy disk, data on earlier floppy disks will not be included in your rebuilt catalog and cannot be restored using it.

You have three options:

**Yes:** Start the catalog with this floppy disk and continue with the rebuild.

**No:** To rebuild the complete catalog, insert the first floppy disk of the backup set at this time and select NO.

**Cancel:** Cancel the current rebuild.

{bmc nbwin2.bmp} **More Diskettes for Rebuild**

You will only be able to restore from the floppy disks you used to rebuild the catalog. Check to see if there are any remaining backup floppy disks to rebuild from and insert the next floppy disk before clicking Yes.

{bmc nbwin2.bmp} **Disk Sequence Error in Rebuild**

Though it is possible to skip floppy disks when rebuilding, they must always be read in sequential order. For example, it is possible to rebuild from floppy disk #3, followed by #5, followed by #8. It is not possible, to rebuild from floppy disk #5, followed by #3, followed by #8.

If you accidentally skipped a floppy disk, you may want to cancel the rebuild and start again.

{bmc nbwin2.bmp} **Skip Disk for Rebuild**

It is possible to skip floppy disks when rebuilding, but any data contained on the floppy disks that were skipped cannot be restored. In addition, the files which span into or from the missing floppy disks will not be available for restore.

{bmc nbwin2.bmp} **Rebuild Proprietary Disk Error**

The backup from which you are trying to rebuild a catalog was created with the Norton Backup proprietary format. This is a high speed format and cannot be read as a DOS path. You must change the Restore From or Compare From setting to the appropriate drive letter (A: or B:) and type (not DOS path).

{bmc nbwin2.bmp} **No Files Found in Rebuild**

Files can span backup floppy disks. Therefore, if floppy disks are missing, it is possible that the remaining backup floppy disks contain no complete files. In that case, no files can be restored.

{bmc nbwin2.bmp} **No Files Found in Rebuild**

Files can span individual backup component files. Therefore, if components are missing, it is possible that the remaining component files contain no complete files. In that case, no files can be restored.



{bmc nbwin2.bmp} **Dual Drive Rebuild**

This is an internal error. If you see this message, contact [Technical Support](#).

{bmc nbwin2.bmp} **Insert First Diskette for Rebuild**

Rebuild creates a backup catalog from your incomplete backup set. Insert the first available floppy disk of the backup set to begin the rebuild.

{bmc nbwin2.bmp} **Rebuilding Compatibility Test Diskette**

The set from which you are trying to rebuild is a special test set created during the compatibility test to ensure that reliable backups could be made on your system. Do not rebuild from this set. It does not contain any useful data.

{bmc nbwin2.bmp} **Rebuild Small File Message**

This backup set was written with a DOS path as the Backup To device. The individual backup component files are smaller than the physical media upon which they are stored. These components cannot be read using the high speed drive settings. You must change the Compare From or Restore From settings to DOS path. Then, retry the rebuild.

{bmc nbwin2.bmp} **Rebuild Wrong Version Error**

Your current version of Norton Backup does not recognize the format of the backup floppy disk you have inserted. It was created with a later version of Norton Backup. Use the newer version of Norton Backup to rebuild the catalog.

{bmc nbwin2.bmp} **Error Creating Catalog for Rebuild**

Norton Backup was unable to create the rebuilt backup catalog file. Rebuild must be canceled. There might be a problem with the destination path. For example, the directory may be full. You may want to change the rebuild destination by changing the catalog path and then try again.

{bmc nbwin2.bmp} **Insufficient Space to Rebuild Catalog**

The rebuilt backup catalog could not be written to the hard disk because of insufficient space. Rebuild will be canceled. Clear some disk space and retry the rebuild.

{bmc nbwin2.bmp} **Cannot Replace Catalog File During Rebuild**

When Norton Backup rebuilds a catalog, it saves it on your hard drive in the directory selected in the Catalog File Path list box in the Configure window. If a catalog file in this directory matches the rebuilt catalog name and has the read-only attribute, Norton Backup cannot overwrite (replace) the file. You can move or rename the catalog file, or remove the read-only attribute.



{bmc nbwin2.bmp} **Overwrite Existing Catalog when Rebuilding**

A copy of the catalog that you have rebuilt already exists on the hard disk. This situation is normal when rebuilding a backup catalog. Usually, catalog rebuilds are performed because the backup set has missing or bad components. In that case, the original backup catalog is often still on the hard disk.

To replace the old catalog with the rebuilt catalog, click Yes. Since the rebuilt catalog reflects the current status of the backup set, it should usually replace the existing catalog. If you intended to rebuild a missing catalog and receive this message, you may want to click No and make sure this is the catalog you intended to rebuild.

{bmc nbwin2.bmp} **Unreadable Diskette for Rebuild**

Make sure that you inserted the proper backup floppy disk. If not, insert it now, to continue the rebuild.  
If you did insert a backup floppy disk, this message indicates that it is damaged and cannot be restored from. You must continue the rebuild with the next floppy disk from the backup set.

{bmc nbwin2.bmp} **Unreadable Volume for Rebuild**

You are rebuilding from a DOS path. This message indicates that one of the component files of the backup set is corrupt and cannot be restored from. It will be skipped for the catalog rebuild.

{bmc nbwin2.bmp} **Insert Last Diskette for Retrieve**

You have asked to retrieve the catalog for a backup set. A complete copy of this catalog is found on the last floppy disk of the backup set. Insert the last floppy disk of the set into the drive to begin the catalog retrieval. Remember that you should rebuild the catalog instead of retrieving it if your backup set is incomplete.

{bmc nbwin2.bmp} **Last Diskette Not in Drive**

Retrieve looks for the copy of the backup catalog that is stored on the last floppy disk of the backup set. The disk you inserted was not the last floppy disk of the set. Replace the current floppy disk with the last floppy disk of the set to continue with the retrieval.

{bmc nbwin2.bmp} **Not a Backup Diskette**

Retrieve looks for the copy of the backup catalog that is contained on the last floppy disk of the backup set. You inserted a DOS floppy disk instead of the last backup floppy disk. Replace the current floppy disk with the last floppy disk of the set to start the retrieval.

{bmc nbwin2.bmp} **Insert Diskette (number) to Start Retrieve**

Although a complete copy of the backup catalog is often contained on the last floppy disk of the backup set, it may sometimes span more than one floppy disk. The catalog for your current backup set begins on another floppy disk. Please insert the requested floppy disk to start the catalog retrieval.

{bmc nbwin2.bmp} **Error Writing Retrieved Catalog**

Norton Backup was unable to create the retrieved backup catalog file. Retrieve will be canceled. There might be a problem with the destination path. For example, the directory may be full. You may want to change the retrieve destination by changing the defined changing the catalog path and then try again.



{bmc nbwin2.bmp} **Disk Full - Unable to Write Catalog**

The retrieved backup catalog could not be written to the hard disk because there is insufficient space. Retrieve will be canceled. Clear some disk space and try the retrieve again.

{bmc nbwin2.bmp} **Retrieve Cylinder Error Message**

The last backup component which contains the copy of the backup catalog is corrupt. The catalog cannot be retrieved because it is inaccessible. You must rebuild a catalog from the rest of the backup set.

{bmc nbwin2.bmp} **Insert Next Diskette for Retrieve**

The catalog you are retrieving spans more than one floppy disk. Insert the requested floppy disk to continue the catalog retrieval.

{bmc nbwin2.bmp} **Proprietary Format as DOS Path**

The backup from which you are trying to retrieve a catalog was created with the Norton Backup proprietary format. This is a high speed format and cannot be read as a DOS path. You must change the Restore From or Compare From setting to the appropriate drive type (not DOS path).

{bmc nbwin2.bmp} **Last Component Not Found**

Retrieve looks for the copy of the backup catalog that is contained in the last component file of the backup set. The last component file in your backup set is missing. You will have to rebuild a catalog from the remaining backup component files.

{bmc nbwin2.bmp} **Next Component Not Found**

Though a complete copy of the backup catalog is often contained in the last component file, it may sometimes span more than one floppy disk. The catalog for your current backup set begins on a component file which is missing. Retrieve will be canceled, and you will have to rebuild a catalog from the remaining backup component files.

{bmc nbwin2.bmp} **Unable to Open Catalog for Retrieve**

Norton Backup was unable to create the catalog file in your catalog path. Check the catalog path that you have defined in the Configure window, and make sure your hard disk is not full.

**NOTE:** If you specify a directory on a network drive as your catalog path, you must have write access rights to that directory.

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{bmc nbwin2.bmp} **Unable to Locate Component File**

You backed up to a hard drive as a DOS path. Though a complete copy of the backup catalog is often contained in the last component file, it may sometimes span more than one floppy disk. The catalog for your current backup set begins in a component file that is missing. Retrieve will be canceled, and you will have to rebuild a catalog from the remaining backup component files.



{bmc nbwin2.bmp} **Overwrite Existing Catalog when Retrieving**

Normally you only retrieve catalogs if the catalog cannot be found on the hard disk.

In this case, however, the catalog already exists on the hard disk. If you retrieved the catalog because the copy on the hard disk is damaged or because it belongs to another backup set with the same name, then you should click Yes to overwrite the existing copy.

Otherwise, click No. The copy on the hard disk should match the copy you are retrieving, so there is no point in overwriting the existing copy.

{bmc nbwin2.bmp} **Attempting to Retrieve from Compatibility Test Diskette**

You are trying to retrieve a catalog from a special test set that was created during the compatibility test to ensure that reliable backups could be made on your system. Do not rebuild from this set. It does not contain any useful data.

{bmc nbwin2.bmp} **Retrieve Using DOS Path**

You backed up to your set as a DOS path. The individual backup component files are smaller than the physical media upon which they are stored. These components cannot be read using the high speed drive settings. You must change the Compare From or Restore From setting to DOS path. Then, try the retrieve again.

{bmc nbwin2.bmp} **Retrieve Wrong Version**

Your current version of Norton Backup does not recognize the format of the backup floppy disk you have inserted. It was created with a later version of Norton Backup. Use the newer version of Norton Backup to retrieve the catalog.

{bmc nbwin2.bmp} **No Catalog in Backup Set**

Normally, a copy of the backup catalog is placed in the last component file of the backup set. It is this copy which is used for retrieval. For some reason, your backup set does not contain this copy of the backup catalog, so you will not be able to retrieve it. Try rebuilding a catalog from the backup set instead.

{bmc nbwin2.bmp} **Unable to Open File for Compare**

One of the files that was backed up is no longer accessible on the hard drive, so it cannot be compared with the copy on the backup set. The file is most likely missing.

This message also appears if the Compare To selection is set to Single Directory and the file is not present in the specified directory.

{bmc nbwin2.bmp} **Unable to Create File for Restore**

Norton Backup could not create the file you are restoring on the destination device. Free some disk space on the destination device and retry.

You have three options:

**Skip:** Skips this file and goes on to restore the next.

**Retry:** Tries again to restore the file.

**Cancel:** Cancels the restore.

{bmc nbwin2.bmp} **Error Writing File for Restore**

When Norton Backup restores a file, it first writes it to a temporary file ~NBACKUP.TMP and then renames it to the appropriate file name. An error occurred while restoring a file to the destination device. A file by the same name already exists on the destination drive. Indicate how you want Norton Backup to handle the temporary file:

**Yes:** Keeps the existing file on the destination device, and deletes the temporary file.

**No:** Overwrites the existing file with the restored file by renaming the temporary file. Remember, however, that there are errors in this file.

**Cancel:** Stops the restore but does not delete the temporary file. You can view the contents of the file ~NBACKUP.TMP, and the original file will remain on the disk.



{bmc nbwin2.bmp} **Unable to Create Directory for Restore**

Usually if a directory is needed during the restore, one is created. In this case, the directory was not created for one of the following reasons:

- ◆ You may have answered "No" to the prompt for creating the directory.
- ◆ You may be on a network and not have the rights to create the directory.
- ◆ You may be out of space on the destination drive.
- ◆ The directory structure may exceed Norton Backup limits.

Because the directory was not created, its files will not be restored.

{bmc nbwin2.bmp} **Cannot Compare Proprietary Format As DOS Path**

The backup set you are trying to compare was created with the Norton Backup proprietary format. This is a high speed format and cannot be read as a DOS path. You must change the Compare From setting to the appropriate drive type (not DOS path).

{bmc nbwin2.bmp} **Cannot Restore Proprietary Format As DOS Path**

The backup set you are trying to restore was created with the Norton Backup proprietary format. This is a high speed format and cannot be read as a DOS path. You must change the Restore From setting to the appropriate drive type (not DOS path).

{bmc nbwin2.bmp} **Not A Backup Diskette**

You inserted a regular DOS floppy disk when you were prompted for a specific floppy disk from the backup set. Insert the proper floppy disk to continue the restore.

{bmc nbwin2.bmp} **Restore - Wrong Version Error**

Your current version of Norton Backup does not recognize the format of the backup set you are trying to restore. It was created with a later version of Norton Backup. Use the newer version of Norton Backup to restore the files.

{bmc nbwin2.bmp} **Read Error**

The floppy disk that you inserted for restore or compare could not be read. If you accidentally inserted the wrong floppy disk, please insert the correct backup floppy disk now. If you inserted the correct backup floppy disk, this message indicates that the floppy disk is defective and cannot be used for restore or compare. In that case, you must rebuild a catalog from the remaining floppy disks in the backup set.

{bmc nbwin2.bmp} **Unreadable Media in Drive**

A DOS volume that could not be read was inserted into the drive. A component file is unusable for restore. You will have to rebuild a new backup catalog from the remaining components in the backup set before you can restart the restore or compare.

{bmc nbwin2.bmp} **Unable to Open Component File**

Norton Backup could not open one of the component files of your backup set. The component file is most likely missing from the drive. You will have to rebuild a new backup catalog from the remaining components before you can restore or compare files.



{bmc nbwin2.bmp} **Error Restoring File**

When Norton Backup restores a file, it first writes it to a temporary file ~NBACKUP.TMP and then renames it to the appropriate file name. An error occurred while restoring the file to the destination device. Indicate how you want Norton Backup to handle the temporary file:

**Yes:** Deletes the temporary file.

**No:** Renames the temporary file to its real file name. Remember, however, that there are errors in the file.

**Cancel:** Cancels the restore but does not delete the temporary file. You can view the contents of the file ~NBACKUP.TMP.

{bmc nbwin2.bmp} **Error Comparing File**

Errors were encountered during the compare. They suggest that the backup set is corrupt and that the file may not restore properly. It is suggested that you redo the backup with the Data Verification backup option enabled.

{bmc nbwin2.bmp} **Destination Disk Full**

The destination disk is full, so the restore will be canceled.

Free some disk space before retrying. While scanning your destination disk, you may find the temporary file ~NBACKUP.TMP. This file was left on the disk when the restore was canceled. It contains only the part of the restored file that fit on the destination device before it ran out of space. You can delete this temporary file before restarting the restore.

{bmc nbwin2.bmp} **Restore Directory Area Error**

Your backup was performed to a DOS path. The backup set consists of individual components files. The current component file is corrupt and cannot be used for restore. Restore cannot continue and will be canceled. You must rebuild another backup catalog from the remaining component files of this set. If the current component is on a removable media, just remove it from the set before the rebuild. If the backup set is on a hard disk, however, you must delete the bad component before you start the rebuild.

{bmc nbwin2.bmp} **Insert Disk for Restore or Compare**

Normally, the prompt for the next floppy disk will appear in the drive progress bar. If after about 15 seconds, the floppy disk still hasn't been replaced, the above message will appear to prompt you for the next backup floppy disk to use for the restore or compare.

{bmc nbwin2.bmp} **Disk Removed Prematurely**

Do not remove a floppy disk from a drive until the prompt to insert the next floppy disk appears. You should not anticipate the prompt by relying on the progress bar. It is important that you reinsert the correct floppy disk into the drive. If you insert another floppy disk, Norton Backup will attempt to continue restoring or comparing from the wrong floppy disk, resulting in errors.

{bmc nbwin2.bmp} **Directory Not Found for Compare**

Norton Backup is unable to find the directory named in the error message, so the files for that directory cannot be compared. You have specified to Compare To either Original Locations, Alternate Drives, or Single Directory.

**OK:** Continue with the next directory.

**Cancel:** Stop the compare.

{bmc nbwin2.bmp} **Path Not Found for Compare**

You have chosen to Compare To Alternate Directories. Norton Backup cannot find the directory you specified. You must specify another path to compare the files.

You have the following options:

**Yes:** Lets you enter another path.

**No:** Skips the files in this directory and continues the compare for the next directory.

**Cancel:** Quits the compare.



{bmc nbwin2.bmp} **Path Not Found for Compare**

You have chosen to Compare To a Single Directory. Norton Backup cannot find the directory you specified. You must specify another path to compare the files.

{bmc nbwin2.bmp} **Error While Restoring File**

When the restored file was read back for verification, it did not match the copy on the backup set. This can indicate a problem with the hard disk or a software conflict. If this error occurs repeatedly, contact [Technical Support](#).

During a restore, the restored file is first written to a temporary file ~NBACKUP.TMP and then renamed to the appropriate file name.

The problematic file is still a temporary file. Indicate how you want Norton Backup to handle this temporary file:

**Yes:** Deletes the temporary file.

**No:** Renames the temporary file to its real filename. Remember, however, that there are problems with the file.

**Cancel:** Cancels the restore but does not delete the temporary file. You can view the contents of the file ~NBACKUP.TMP.

{bmc nbwin2.bmp} **Insert Disk for Restore or Compare**

The next backup component file is requested for the restore or compare.

{bmc nbwin2.bmp} **Unable to Find Component File**

You are restoring or comparing from a DOS path, but one of the backup component files is missing. The restore or compare cannot continue and must be canceled. You will have to rebuild a new backup catalog for the remaining component files of the backup set and then retry.

{bmc nbwin2.bmp} **Wrong Diskette in Drive**

Remove the current floppy disk and insert the correct one to continue the restore or compare.

{bmc nbwin2.bmp} **Unable To Restore Component File**

You backed up to your set as a DOS path. The individual backup component files are smaller than the physical media upon which they are stored. These components cannot be read using the high speed drive settings. You must change the Restore From settings to DOS path. Then, retry the restore.

{bmc nbwin2.bmp} **Unable To Locate Component File**

If Norton Backup cannot locate the component file, make sure you have typed the correct drive letter and path. If the file is missing, it may have been renamed or deleted. If it has been deleted, it may be recoverable by using Norton Unerase or a similar utility.

{bmc nbwin2.bmp} **No Files Restored**

No files could be restored to the Restore To destination. Check the overwrite settings in the Advance Restore Options dialog. You may have chosen to Never Overwrite. This setting prevents files from being restored if they already exist on the destination device.



{bmc nbwin2.bmp} **VDMA Translation Error**

There is a conflict with the virtual DMA driver in its current state. Reboot and retry. Call [Technical Support](#) if this does not correct the problem.

{bmc nbwin2.bmp} **VDMA Busy Error**

Another application is using the virtual DMA buffer. Close that application and restart Norton Backup.

{bmc nbwin2.bmp} **Unable to Open Swap File**

Norton Backup creates and uses its own swap file throughout program operation. Now, however, the swap file is not accessible. Most likely, the swap file was deleted while the program was running. The Norton Backup swap file is kept in the same directory as the Windows swap file.

Restart Norton Backup.

{bmc nbwin2.bmp} **Overwrite Existing Macro**

Each setup file can have an associated macro. However, there can be only one macro per setup file. If you record a new macro when one already exists, it will overwrite the existing macro. This prompt asks you to confirm that you want to overwrite the existing macro.

{bmc nbwin2.bmp} **Confirm Setup File Deletion**

You have chosen to delete a setup file. This message confirms your decision.

{bmc nbwin2.bmp} **Delete Active Setup File**

You cannot delete the active setup file. You must first open another setup file so that the setup file you want to delete is no longer active.

{bmc nbwin2.bmp} **Create Setup File**

The setup file that was specified on the command line when you started Norton Backup does not exist. Choose Yes to create a new file with the specified name using the default settings. Choose No to start Norton Backup and open the last setup file it used.

{bmc nbwin2.bmp} **Save Changes to Setup File**

You have chosen to load another setup file before saving the changes to the current setup file. Click Yes to save the changes before loading the next setup file. Click No to continue without saving the changes to the setup file.



{bmc nbwin2.bmp} **Invalid Path Format**

When you do not specify a path statement or enter an invalid path statement, an error message appears. There are several different invalid path messages, and the one which appears will point out the problem with your specified path. For example, if you enter a path statement that contains several periods in a row, a message will appear to inform you that you have multiple dots.

In general, a valid path statement is as follows:

C : \ [path \] File

where

- C            A drive letter from A to Z.
- :
- \            First backslash is a minimum requirement. It specifies the root directory. Without it, no path has been specified, only a drive.
- [path \]    The rest of the path, if necessary. Each directory name must be of the xxxxxxxx.eee or xxxxxxxx format. [Ex: apps\nbwin.12\document.txt\example\....\..\ ]

The total length of the path statement can be no more than 63 characters.

{bmc nbwin2.bmp} **Compatibility Test Canceled**

The compatibility test was canceled during its second phase: compare. Successful completion of the compatibility test is essential to ensure that reliable backups and restores can be made on your system with the current configuration. You should retry and complete the compatibility test before you make any backups.

{bmc nbwin2.bmp} **Compare Complete for Compatibility Test**

The compatibility test has been completed successfully. Norton Backup will be able to reliably back up and restore files on your system using the drive that was tested.

**NOTE:** You should rerun the compatibility test any time you change or add hardware (memory board, tape drive, hard disk) or memory-resident software (disk cache, memory manager, shell) to your system.

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{bmc nbwin2.bmp} **DOS Disk in Drive**

The floppy disk you inserted is not a backup floppy disk. Remove the current floppy disk and insert the correct backup floppy disk to continue the compare.

{bmc nbwin2.bmp} **Unable to Compare Component File**

You backed up to your floppy disks as a DOS path. The individual backup component files are smaller than the physical media upon which they are stored. These components cannot be read using the high speed drive settings. You must change the Compare From setting to DOS path. Then, retry the compare.

{bmc nbwin2.bmp} **Wrong Version for Backup Set**

Your current version of Norton Backup does not recognize the format of the backup set you are trying to restore. It was created with a later version of Norton Backup. Use the newer version of Norton Backup to compare the files.

{bmc nbwin2.bmp} **Cancel Compare**

You have chosen to cancel the compare. Please confirm your decision.

{bmc nbwin2.bmp} **Compare Directory Area Error**

Your backup was performed to a DOS path. The backup set consists of individual components files. The current component file is corrupt and cannot be used for compare. Compare cannot continue and will be canceled. You must rebuild another backup catalog from the remaining component files of this set. If the current component is on a removable media, just remove it from the set before the rebuild. If the backup set is on a hard disk, however, you must delete the bad component before you start the rebuild.



{bmc nbwin2.bmp} **Damaged Diskette**

The backup floppy disk is damaged. Files cannot be compared from this floppy disk. The compare must be canceled. You will have to rebuild the backup catalog from the remaining floppy disks in the backup set before you can restart the compare.

{bmc nbwin2.bmp} **Cancel Backup**

You have chosen to cancel the backup. Please confirm your decision.

{bmc nbwin2.bmp} **Internal Error - Invalid ECB**

This is a fatal internal error. Call [Technical Support](#).

{bmc nbwin2.bmp} **Memory Allocation Error**

If you see this error, contact [Technical Support](#).

Again, make sure that for your next backup, the backup type is set to Full.

{bmc nbwin2.bmp} **Overwrite Component File**

A backup set catalog file by the same name as the backup component file already exists. Check to make sure that you are not overwriting a valid backup set. If you are a network user and you are backing up to a common area on the network, you are most likely overwriting someone's backup files. Talk to your network administrator before continuing with the backup.

{bmc nbwin2.bmp} **Cancel Rebuild**

You have chosen to cancel the rebuild. Please confirm your decision.

{bmc nbwin2.bmp} **Damaged Diskette**

The backup floppy disk in the drive is damaged and cannot be used for the rebuild. You will not be able to restore files from this floppy disk. Continue to rebuild from the remaining floppy disks.

{bmc nbwin2.bmp} **Retrieve Complete**

Norton Backup has finished retrieving the catalog that you specified. You can now use the catalog to restore or compare files.



{bmc nbwin2.bmp} **Cancel Retrieve**

You have chosen to cancel the retrieve. Please confirm your decision.

{bmc nbwin2.bmp} **Damaged Diskette**

Retrieve looks for the copy of the backup catalog that is contained on the last floppy disk of the backup set. The last floppy disk of your backup set is damaged. Files cannot be restored from this floppy disk. You will have to rebuild a catalog from the remaining backup floppy disks in the set.

{bmc nbwin2.bmp} **Cancel Restore**

You have chosen to cancel the restore. Please confirm your decision.

{bmc nbwin2.bmp} **Damaged Diskette**

The backup floppy disk is damaged. Files cannot be restored from this floppy disk. The restore must be canceled. You will have to rebuild the backup catalog from the remaining floppy disks in the backup set before you can restart the restore.

{bmc nbwin2.bmp} **File Does Not Exist**

The file does not exist on the destination drive so it cannot be compared with the copy on the backup set. Either the file is missing or you have chosen to compare to a location other than that from which the file was originally backed up.

{bmc nbwin2.bmp} **Different File Size**

The file is a different size than the file in the backup set. Because the files are different sizes, they cannot be the same version, so it is unnecessary to compare them further.

{bmc nbwin2.bmp} **Different File Date/Time**

The file has a different date or time than the file in the backup set. When files have different dates or times, they cannot be the same version, so it is unnecessary to compare them further.

{bmc nbwin2.bmp} **Unable to Rename File**

When a file is restored, it is first copied to a temporary file ~NBACKUP.TMP, and then renamed to its proper file name. The above message is shown when the temporary file cannot be renamed to the real file name.

This can happen when an existing file of the same name is locked and therefore cannot be overwritten. As a result, the file cannot be restored.



{bmc nbwin2.bmp} **Overwrite Read-Only File**

The file you are restoring already exists on the destination device and is read-only. That means the file has the DOS read-only attribute to prevent it from being modified, erased, or overwritten.

Norton Backup lets you overwrite the existing file even though it is read-only. This message dialog prompts you to indicate whether you want to overwrite the existing file with the restored version.

**OK:** Overwrites the existing read-only file with the restored file.

**No:** Skips the file and continues with the restore. The file will not be restored, and the existing version will remain on the destination device.

**Cancel:** Cancels the restore. You will return to the Restore window.

If you choose "Disable Read-Only Warning," you will not be prompted in any similar cases for the rest of this restore session. Any read-only file will be overwritten without any special consideration.

{bmc nbwin2.bmp} **Boot Sector Error**

The floppy disk you inserted for restore cannot be read. You will not be able to restore files from this floppy disk. Please rebuild a new backup catalog from the remaining floppy disks in the backup set.

{bmc nbwin2.bmp} **Overwrite Existing Backup Set**

You are backing up to a DOS path. A backup set with the same name as your current backup was found in the path.

A backup set of the same name, may exist for several reasons:

- 1 Previously today, a backup was canceled before completion.
- 2 You are backing up to a network and may be overwriting a backup that someone else made today.
- 3 If you set the Keep Old Catalogs option OFF, and if you make several full backups in one day, they will be given the same name.

If you choose to overwrite the existing backup, all its component files will be deleted before the new backup begins.

{bmc nbwin2.bmp} **Too Many Component Files**

When you back up to a DOS path, the data is written in component files. The size of the component files is determined by the Component Size backup option available in the Advanced Backup Options dialog box. A single backup set may contain no more than 999 component files.

It is unusual that you would exceed this limit. You would have to make a 360 MB backup, with no data compression and the component size set to 360 K, in order to experience this error.

Since the backup could not be finished, the backup catalog was not created. The data that has already been backed up can still be used for restore, but first you will have to rebuild a backup catalog from the existing 999 component files.

{bmc nbwin2.bmp} **Attempting to Compare From Compatibility Test Diskette**

You are trying to compare files from a special test set that was created during the compatibility test to ensure that reliable backups could be made on your system. You cannot compare files from this floppy disk. It does not contain any useful data.

**NOTE:** If you accidentally inserted the compatibility test diskette, insert the correct diskette now and choose OK to continue. It is not necessary to cancel the compare.

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{bmc nbwin2.bmp} **Attempting to Restore From Compatibility Test Diskette**

You are trying to restore files from a special test set that was created during the compatibility test to ensure that reliable backups could be made on your system. You cannot restore files from this floppy disk. It does not contain any useful data.

**NOTE:** If you accidentally inserted the compatibility test diskette, insert the correct diskette now and choose OK to continue. It is not necessary to cancel the restore.

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{bmc nbwin2.bmp} **Disable Floppy Drives**

You are about to begin a backup, compare, or restore.

Under Windows, Norton Backup allows other programs to run while a backup, compare, or restore is made. Since Norton Backup bypasses DOS and communicates directly to the floppy disk controller, it is essential that other programs do not attempt to access the floppy drives. Therefore, the floppy drives will be made unavailable to all other applications until the procedure is completed. If you attempt to use them, you may cause an error in the other application you are running and may have to restart the backup, compare, or restore. Since tape drives also use the floppy disk controller, the floppy drives are unavailable when you are making a tape backup, compare, or restore.

This message will appear every time the floppy drives are disabled, unless you select the "Disable this message" check box.

**NOTE:** The "Disable this message" check box will not appear during your compatibility test.

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When "Disable this message" is selected, the floppy drives will still be disabled for all backups, compares, and restores, but the message will not appear.

{bmc nbwin2.bmp} **Unable to Read File**

Norton Backup can no longer access or read a file in the backup set. This error can be caused by a hard drive failure, a network server disruption, or a locked or busy file. If any of these problems are corrected, you can click Retry to continue the backup. Otherwise, the backup must be canceled.



{bmc nbwin2.bmp} **Unable to Read File**

Norton Backup can no longer access or read a file in the backup set. This error can be caused by a hard drive failure, a network server disruption, or a locked or busy file. If you can determine the cause of this failure, correct it and click Retry. Click cancel to terminate the operation.

{bmc nbwin2.bmp} **File Cannot Be Restored**

The file you are trying to restore was not backed up. An error was encountered at the time when Norton Backup tried to back it up. The file was probably deleted prior to the backup, but after the drive had already been logged. Since it is not in the backup set, this file cannot be restored.

{bmc nbwin2.bmp} **Bad Comclickion Header**

The backup set you are restoring from was backed up using comclickion. An error was encountered while decomclicking the data. There are two likely causes:

- 1** You may have pulled out the current diskette before all the data was processed and inserted another diskette.
- 2** There may be a bad sector on the diskette that was not corrected.

Restore will be canceled when this error is encountered. Deselect the problematic file(s) and retry the restore. If it continues to fail, rebuild a new catalog and restore from the remaining floppy disks in this backup set.

{bmc nbwin2.bmp} **Bad Comclickion Header**

The backup set you are comparing from was backed up using comclickion. An error was encountered while decomclicking the data. There are two likely causes:

- 1** You may have pulled out the current diskette before all the data was processed and inserted another diskette.
- 2** There may be a bad sector on the diskette that was not corrected.

Compare will be canceled when this error is encountered. Deselect the problematic file(s) and retry the compare. If it continues to fail, rebuild a new catalog and compare from the remaining floppy disks in this backup set.

{bmc nbwin2.bmp} **Bad Comclickion Header**

The backup set for which you are retrieving a catalog was backed up using comclickion.

A decomclickion error was encountered when reading the catalog file on the backup set. There are two likely causes:

- 1 You may have pulled out the current diskette before all the data was processed and inserted another diskette.
- 2 There may be a bad sector on the diskette containing the backup catalog, and it was not corrected.

Retry the retrieve. If it fails again, try to rebuild a catalog from the backup set instead.

{bmc nbwin2.bmp} **Component Files Not Found**

You backed up to a DOS path, but the component files cannot be found. The directory created during the backup still exists, but the component files have been deleted.

{bmc nbwin2.bmp} **Invalid Include/Exclude Path**

The path in the new Include/Exclude statement is not a valid path. Make sure the path is entered correctly.

{bmc nbwin2.bmp} **Catalog Skipped**

Not enough free space was available on your hard disk to create and save the catalog file for this backup. Since you chose to skip the catalog, the catalog will not be created and therefore will not be written to the backup media. In order to compare or restore these backup files, you will have to rebuild the catalog.



{bmc nbwin2.bmp} **Encryption Key Does Not Match**

Before you can change your encryption key, you must enter the old one. The encryption key that you entered does not match the existing encryption key.

To use the same encryption key, enter the encryption key correctly to verify it.

**NOTE:** Norton Backup encryption keys are case-sensitive. This means that "Mykey" and "mykey" are not recognized as the same encryption key.

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{bmc nbwin2.bmp} **Enter Encryption Key**

You have selected the Data Encryption option for this backup. Enter the key in the Key text box, then in the Confirm Key text box to verify it.

**NOTE:** Norton Backup encryption keys are case-sensitive. This means that "Mykey" and "mykey" will not be recognized as the same key. If you decide not to encrypt this backup, you must choose Cancel, then turn off Data Encryption in the Security Options category dialog box.

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**WARNING:** Do not forget or lose your key! Data that is encrypted cannot be restored *by any means* without the key.

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{bmc nbwin2.bmp} **Disk Error or Software Conflict**

This error should not occur unless there is a disk access problem on your computer or a software malfunction.

- 1** If the error occurred on a local drive (not a network drive), diagnose your hard disk using Norton Disk Doctor. If the error occurred on a network drive, check your network access rights and network driver hardware and software.
- 2** Try running Norton Backup without any other programs or TSRs loaded. If this solves the problem, install the TSRs and other programs one at a time and run Norton Backup again after you install each one. This should help you to discover a software conflict if that is what is causing the problem.
- 3** Change the DMA Operation setting in the Configure window to Most Compatible.
- 4** Change the Disk Log Strategy in the Configure window to Most Compatible.

If you cannot correct the problem and this error occurs more than once, contact [Technical Support](#).

{bmc nbwin2.bmp} **Tape Read Error**

A fatal error occurred when Norton Backup tried to read the next segment from the tape. The current operation will be canceled. If you are having problems reading from and writing to this tape in particular, the tape may need to be retensioned. If you are having tape problems in general, make sure your tape drive is installed according to the manufacturer's instructions.

If you are unable to solve the problem and this error occurs repeatedly, contact [Technical Support](#).

{bmc nbwin2.bmp} **Tape Read Error**

A fatal error occurred when Norton Backup tried to read the directory information from the tape. You may want to retension the tape and try again. If you are unable to solve the problem and this error occurs repeatedly, contact Technical Support.

{bmc nbwin2.bmp} **Incorrect Encryption Key**

In order to perform the current operation with an encrypted backup set, the encryption key must be entered. Make sure you type the encryption key correctly.

If you forget or lose the encryption key, there is no way to recover the data. You must use the Initialize command in the TapeTools menu to reuse the tape.

**NOTE:** Norton Backup encryption keys are case-sensitive. This means that, for example, "Mykey" and "mykey" will not be recognized as the same encryption key.

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{bmc nbwin2.bmp} **No Catalogs to Retrieve**

You are attempting to retrieve a catalog from tape, and the tape in the drive does not contain any catalog volumes. Catalogs are only stored on tapes if the Store Copy of Catalog on Tape option is selected in the Tape Backup Options dialog box.

If you need to restore or compare files from this tape, you can rebuild the catalog from the backup data on the tape. Choose Rebuild in the Select Catalog dialog box, then follow the instructions as they are displayed on the screen.

{bmc nbwin2.bmp} **No Backup Volumes**

You are attempting to rebuild a catalog, but the tape in the drive does not contain any backup volumes. Insert the correct tape in the drive, then try again.



{bmc nbwin2.bmp} **Compare Paused**

You can now cancel or continue with the compare.

{bmc nbwin2.bmp} **Restore Paused**

You can now cancel or continue with the restore.

{bmc nbwin2.bmp} **Catalog Already Exists**

Normally you only retrieve or rebuild catalogs if the catalog cannot be found on the hard disk. In this case, however, the catalog already exists on the hard disk.

If you retrieved or rebuilt the catalog because the copy on the hard disk is damaged or because it belongs to another backup set with the same name, then you should proceed and overwrite the existing copy.

If you are not sure whether to overwrite the existing catalog, choose Cancel and check the existing catalog to see whether you want to overwrite it.

{bmc nbwin2.bmp} **Overwrite Older File**

You have selected the restore options Overwrite Older Files Only and Prompt Before Overwriting Files. The file named in the message already exists on your hard disk, but the version in the backup set that is to be restored is newer than the one on the hard disk. Unless you need to save the older version for some reason, choose Yes to restore the newer version of the file.

{bmc nbwin2.bmp} **Overwrite Existing File**

You have selected the restore option Prompt Before Overwriting Files. The file named in the message is about to be restored, overwriting a file with the same name that already exists on your hard disk. Choose Yes to overwrite the file on the hard disk with the file from the backup set, or No to leave the existing file on your hard disk.

{bmc nbwin2.bmp} **Create File**

You have selected the restore option Prompt Before Creating Files. The file named in the message exists in the backup set on the tape, but does not exist on your hard disk. If you choose Yes, the file will be copied from the tape to the disk, creating a new file on the hard disk. If you choose No, the file will be skipped.

{bmc nbwin2.bmp} **Create Directory**

You have selected the restore option Prompt Before Creating Directories. The directory named in the message exists in the backup set on the tape, but not on your hard disk. Choose Yes if you want to create a new directory with this name on your hard disk. Choose No if you do not want to create the new directory.

**NOTE:** If you choose No, the directory will not exist on your hard disk, and therefore any files in the backup set that were backed up from that directory will not be restored.

---

{bmc nbwin2.bmp} **Restore to Alternate Drive**

You have selected Alternate Drive as the restore destination in the Restore To drop-down list box. Norton Backup is asking you to enter the new drive for restoring the files that were originally backed up from the drive shown.

Enter a drive letter in the text box; you cannot specify a path. The files originally backed up from the drive shown will be restored using the original directory structure on the drive you specify. When you are ready to continue, choose the OK button. To cancel the restore, choose the Cancel button.



{bmc nbwin2.bmp} **Compare to Alternate Drive**

You have selected Alternate Drive as the location of the files to be compared in the Compare To drop-down list box. Norton Backup is asking you to enter the new drive for comparing the files that were originally backed up from the drive shown.

Enter a drive letter in the text box; you cannot specify a path. The files originally backed up from the drive shown will be compared to the drive you specify, using the original directory structure. When you are ready to continue, choose the OK button. To cancel the compare, choose the Cancel button.

{bmc nbwin2.bmp} **Restore to Alternate Directory**

You have selected Alternate Directory as the restore destination in the Restore To drop-down list box. Norton Backup is asking you to enter the new path for restoring the files that were originally backed up from the directory shown. Enter a path in the text box. The files originally backed up from the directory shown will be restored to the directory you specify. When you are ready to continue, choose the OK button. To cancel the restore, choose the Cancel button.

{bmc nbwin2.bmp} **Compare to Alternate Directory**

You have selected Alternate Directory as the location of the files to be compared in the Compare To drop-down list box. Norton Backup is asking you to enter the path for comparing the files that were originally backed up from the directory shown. Enter a path in the text box. The files originally backed up from the directory shown will be compared to files in the directory you specify. When you are ready to continue, choose the OK button. To cancel the compare, choose the Cancel button.

{bmc nbwin2.bmp} **Not a Norton Tape Backup Volume**

Norton Backup can restore backup volumes created by other programs that are 100% QIC compatible. In order to restore the volume you have selected, a catalog must first be created, using the Norton Backup catalog rebuild function. Choose Yes if you want to create the catalog.

{bmc nbwin2.bmp} **Not the First Volume**

If you click Yes, the catalog is rebuilt starting with the currently selected volume. Consequently, any files in the previous volume(s) are not included in the rebuilt catalog. If you skip a volume, you cannot go back later and include it unless you rebuild the entire backup set again. Click No to reselect the first volume and include all files during the rebuild. Click Cancel to end the rebuild.

{bmc nbwin2.bmp} **Next Volume**

The backup volume shown in the message box is part of the same backup set for which you have started rebuilding a catalog. To continue to rebuild a catalog for the complete backup set, choose Yes. To skip this volume, choose No. To cancel the rebuilding of the catalog, choose Cancel.

{bmc nbwin2.bmp} **Continue Rebuild with Next Tape**

The backup set for which you have begun rebuilding a catalog contains more backup volumes. These volumes are on another tape. If you want to rebuild a complete catalog for this backup set, choose Yes and insert the other tape.

{bmc nbwin2.bmp} **Insert Requested Tape**

To continue the current operation, Norton Backup needs a tape with the specific number requested. Locate and insert the tape in the drive, then click OK.



{bmc nbwin2.bmp} **Unable to Open File**

Norton Backup cannot open the file named in the message. This could be because the file is being used by someone else on the network or because you do not have trustee rights to the file. Click Retry if you want Norton Backup to try again to open the file. Click Skip to continue with the current operation without retrying. You can cancel the current operation by clicking the Cancel button.

{bmc nbwin2.bmp} **Unable to Access File**

Norton Backup cannot open the file named in the message. This could be because the file is being used by another application, or the file is on a network and someone else is using it. Click Ok to continue or Cancel to end the operation.

{bmc nbwin2.bmp} **Unable to Lock NetWare File**

Norton Backup was unable to lock the network file named in the message. This could be due to a network rights problem, or the file may be busy. To try again to lock the file, choose Retry. To continue with the current operation without retrying, choose Skip. You can cancel the current operation by choosing Cancel.

{bmc nbwin2.bmp} **Cannot Find File**

Norton Backup cannot find the file named in the message. The file was present when the disk was logged, but is not present now. It is possible that the file was moved or deleted by another application, or, if the file is on a network drive, someone else may have moved or deleted it. You can choose to continue with or cancel the current operation.

{bmc nbwin2.bmp} **Unable to Create File**

Norton Backup cannot create the file named in the message. The problem may be network access rights, or there may be a hardware or software malfunction. You can choose to retry, skip the file, or cancel the current operation.

{bmc nbwin2.bmp} **Busy File**

The file named in the message is on a network drive and is currently in use. Choose Retry if you want Norton Backup to try again to access the file. Choose Skip to continue with the current operation without including this file. You can cancel the current operation by clicking Cancel.

{bmc nbwin2.bmp} **File Lock Error**

An error occurred when Norton Backup attempted to lock the file named in the message. The file may be busy. Choose Retry to try again. If the file still cannot be locked, check with your network administrator. If you are unable to solve the problem and this error occurs repeatedly, contact [Technical Support](#).

{bmc nbwin2.bmp} **File Size Is Different**

The size of the file on the hard disk is different than the file in the backup set on the tape. When Norton Backup determines that two files are different in this way, they are not compared.



{bmc nbwin2.bmp} **File Does Not Match**

The version of the file on the hard disk is different than the version in the backup set. If you are performing a compare immediately following a backup, two possible causes for the mismatch are:

- ◆ Another application changed the file on your hard disk between the time it was backed up and the time it was compared.
- ◆ An error occurred when the file was backed up.

Write down the name of the file, and after all files are compared, check the file on the hard disk. If you determine that an error occurred when the file was backed up, back up and compare the file again.

{bmc nbwin2.bmp} **Tape Volume Not Found**

The volume needed to continue with the current operation is not on the tape in the drive. The contents of this tape are shown in the directory listing. The backup set name, setup file description, and date and time of the backup are displayed for each Norton Tape Backup volume on the tape.

You can continue with a different tape or cancel the current operation.

{bmc nbwin2.bmp} **Damaged Tape**

Norton Backup records special error correction data on the tape with the backed-up files. This error correction data is used to recover the data from damaged areas of the tape. In this case, the area of the tape containing the file named in the message was so severely damaged that the file cannot be recovered, even using error correction. You will not be able to restore this file.

You can choose to continue with or cancel the current operation.

{bmc nbwin2.bmp} **Tape Read Error**

The file named in the message cannot be read from the tape. If you are having problems reading from and writing to this tape, you may want to retension it.

You can choose to skip this file and continue, or to cancel the current operation.

{bmc nbwin2.bmp} **Incorrect Tape**

The tape in the drive is not the one that is needed to continue. You can continue with another tape or cancel the current operation.

{bmc nbwin2.bmp} **Cannot Open Report File**

Norton Backup is unable to open the report file. A report will not be generated.

This error should not occur unless your hard disk is full, or if there is a disk access problem on your computer, or a software malfunction. If you cannot correct the problem and this error occurs more than once, contact [Technical Support](#).

{bmc nbwin2.bmp} **Cannot Update Report File**

Norton Backup is unable to update the report file. A report will not be generated.

This error should not occur unless your hard disk is full, or there is a disk access problem on your computer or a software malfunction. If you cannot correct the problem and this error occurs more than once, contact [Technical Support](#).

{bmc nbwin2.bmp} **Invalid Drive**

The alternate drive that you specified is not a valid drive on your computer. Choose OK, then enter the correct drive. Make sure you enter the drive letter followed by a colon, for example, "D:".



{bmc nbwin2.bmp} **No Alternate Drive Specified**

The restore or compare destination specified for this operation is Alternate Drive. When the dialog box is displayed for entering the alternate drive, you must enter a drive letter to continue. If you want to use the original locations, you can type the original drive letter instead of an alternate, but you cannot leave the Alternate Drive text box empty.

{bmc nbwin2.bmp} **Alternate Directory Path Too Long**

The alternate directory path that you specify cannot be longer than the limit shown in the message. Make sure the path is entered correctly. If the directory you want to use is deeply nested and the path is longer than the limit, you may want to cancel the current operation, exit Windows, and use the DOS SUBST command to shorten the path. Consult your DOS documentation for details.

{bmc nbwin2.bmp} **Invalid Drive**

The drive that you specify for the alternate directory must be the same as the drive from which the files were originally backed up. If you want to use an alternate drive, you must choose Alternate Drive in the Restore To or Compare To drop-down list box. To continue, choose OK, then enter the correct drive and path.

{bmc nbwin2.bmp} **No Alternate Directory Specified**

The restore or compare destination specified for this operation is Alternate Directory. When the dialog box is displayed for entering the alternate directory, you must enter a directory path to continue. If you want to use the original locations, you can type the original path instead of an alternate, but you cannot leave the Alternate Directory text box empty.

{bmc nbwin2.bmp} **Rebuild Complete**

Norton Backup has finished rebuilding the catalog for the volumes that you specified. You can now use the catalog to restore or compare files.

{bmc nbwin2.bmp} **Retrieve Complete**

Norton Backup has finished retrieving the catalog that you specified. You can now use the catalog to restore or compare files.

{bmc nbwin2.bmp} **Insert Tape**

Norton Backup is ready to start backing up files or to perform a TapeTools operation. Please insert the tape that you want to use.

{bmc nbwin2.bmp} **Insert Another Tape**

The current tape is full or you have chosen not to use it. Insert another tape and select OK to continue with the backup.



{bmc nbwin2.bmp} **Unable to Open File**

Norton Backup cannot find the file named in the message. The file was present when the disk was logged, but is not present now. It is possible that the file was moved or deleted by another application, or, if the file is on a network drive, someone else may have moved or deleted it. You can choose to continue with or cancel the current operation.

{bmc nbwin2.bmp} **File Changed**

The file named in the message is larger now than when the drive containing the file was logged. This could be because the file is on a network and someone else modified it, or because another application modified the file. This file cannot be included in the backup. If you need to include it, you will have to cancel the backup and restart Norton Backup so that the drive will be logged again. You can choose to skip the file and continue, or cancel the backup.

{bmc nbwin2.bmp} **Cancel**

You have clicked the **Esc** key or clicked Cancel and the current operation has been paused. Choose Yes to cancel the operation, or No to resume.

{bmc nbwin2.bmp} **Tape Already Erased**

You have selected Erase from the TapeTools menu, and the tape in the drive is already erased.

{bmc nbwin2.bmp} **Bad Tape Segment**

Norton Backup was unable to write to a segment on the tape. This condition usually indicates a need to reformat the tape. When a tape is formatted, all segments that show a weakness for data retention are marked so that they will not be used.

You can cancel the backup (recommended), or you can continue. If you continue with the backup, this segment will be skipped, but the backup files on this tape may not be completely reliable.

{bmc nbwin2.bmp} **Tape Not Formatted**

Norton Backup cannot read the tape in the drive. This is probably because the tape is not formatted.

**Yes:** Format the tape,

**No:** Use a different tape.

**Cancel:** Cancel the backup.

**NOTE:** Formatting a tape takes from 40 minutes to 2 hours.

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{bmc nbwin2.bmp} **Tape Not Formatted**

Norton Backup cannot read the tape in the drive. This is probably because the tape is not formatted. Insert a different tape and choose OK to continue. You can cancel the current operation by choosing the Cancel button.

**NOTE:** Use the TapeTools menu to format a tape. Formatting a tape takes from 40 minutes to 2 hours.

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{bmc nbwin2.bmp} **Operation Complete**

The current operation has been completed. Click OK to continue.



{bmc nbwin2.bmp} **Insert Tape**

This message is generated when Norton Backup is finished reading the current tape or when the wrong tape number is inserted. Insert the requested tape and choose OK to continue.

{bmc nbwin2.bmp} **Backup Set Will Be Partially Deleted**

You have selected one or more volumes for deletion from the tape. If these volumes are deleted, part of the backup set named in the alert box will be erased, and part of it will remain on the tape. To continue and delete the selected volumes, choose Yes. To return to the Delete Volumes dialog box and select different volumes for deletion, choose No. To cancel the delete operation, choose Cancel.

{bmc nbwin2.bmp} **Invalid Selection**

When you select specific volumes for deletion from a tape, the volumes to be deleted must be the last volumes on the tape. You cannot delete a volume without deleting all volumes after it; you cannot leave "holes." Choose OK to return to the Delete Volumes dialog box and change your selection. Choose Cancel to cancel the deletion.

{bmc nbwin2.bmp} **View Another Tape**

If you want to view the directory listing of another tape, insert the other tape and choose OK. If not, choose Cancel.

{bmc nbwin2.bmp} **Write-Protected Tape**

The tape you inserted is write protected. Remove the tape from the drive and make sure it is the tape you want to use for this backup. If so, follow the manufacturer's instructions to remove the write-protection before you reinsert it in the drive. If not, insert another tape to continue the backup.

{bmc nbwin2.bmp} **Tape Already Used in this Set**

The tape in the drive is part of the backup that you are currently performing. Insert a different tape, then choose Continue to continue with the backup.

{bmc nbwin2.bmp} **Backup Paused**

Choose Continue to proceed with the backup, or Cancel to cancel the backup.

{bmc nbwin2.bmp} **Tape Format Warning**

You have chosen to format the tape in the drive. This message is asking you to confirm your decision. If you proceed with the format, all data on the tape will be permanently lost.

**WARNING:** At the beginning of the format process, the tape directory is erased. As soon as the format begins, the data on the tape becomes unrecoverable. Even if you cancel the format before it is completed, you will not be able to recover any data from the tape.

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{bmc nbwin2.bmp} **NetWare Error**

An error occurred when Norton Backup accessed a network drive. For the meaning of the error code, consult your NetWare documentation.

{bmc nbwin2.bmp} **Format Complete**

Norton Backup has finished formatting the tape in the drive. The tape name and available space on the tape are shown in the message. The available space may be less than the total capacity of the tape because, during the second stage of formatting, areas of the tape that show a weakness for data retention are marked and are not counted as available space.

{bmc nbwin2.bmp} **Security Erase Warning**

You have chosen to perform a security erase on the tape in the drive. A security erase overwrites all data on the tape to make it unrecoverable. This is similar to "wiping" a hard disk. This message is asking you to confirm whether you want to proceed with the security erase. The approximate time needed to perform the security erase is shown in the message. To proceed with the security erase operation, choose Yes. To see a directory of the tape contents, choose No. You can cancel the security erase by choosing Cancel.

**WARNING:** All data on the tape will be erased and overwritten. It will not be recoverable by any method.

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{bmc nbwin2.bmp} **Tape Erase Warning**

You have chosen to erase the tape in the drive. This message is warning you that the data on the tape will be lost and asking you to confirm that you want to erase the tape. Choose OK to proceed and erase the tape. To cancel the erase, choose Cancel.

{bmc nbwin2.bmp} **Internal Error**

This error message is designed for internal program evaluation only. It should not appear during normal program execution. If this message appears, please write down the information in the message box, then contact Technical Support.

{bmc nbwin2.bmp} **Insufficient Memory Errors**

The current operation cannot be completed because there is not enough memory available. Norton Backup for Windows requires a minimum of 300K when loaded and an average of 700K to backup, compare, or restore files. Additional memory is needed for comclickion and other options. Memory allocation is also dependent on the backup device type.

To correct the probelm, close Norton Backup, then close any other programs in Windows before starting Norton Backup again. If Norton Backup is still unable to allocate sufficient memory, exit Windows, remove any TSR programs or unnecessary device drivers, restart Windows, and try again.

If your computer system is at least a 386 model with a minimum of 2 MB of memory installed, you should operate your system in Window's 386 Enhanced mode to improve memory management. See your Windows documentation for more information.

{bmc nbwin2.bmp} **Cannot Delete File**

A file that exists in the backup set also exists on the hard disk. In attempting to restore the file from the backup set, Norton Backup was unable to delete the file on the hard disk. If this is a network file, it may be busy (locked) or you may not have the access rights to it. In most other cases, the file is read-only and must have this attribute removed before it can be deleted.

Correct the problem and click Retry to restore the file. Click Skip to skip this file and continue with the restore. Click Cancel to stop restoring files.

{bmc nbwin2.bmp} **Virtual Memory Error**

An error has occurred in the memory management. This error is usually caused by software conflicts. If you have other applications running besides Norton Backup, try closing them and running Norton Backup alone.

If the problem persists or occurs more than once, please carefully write down the error message and contact [Technical Support](#).



{bmc nbwin2.bmp} **Disk Full**

The DOS path to which you are writing your backup is full. You can restart the backup and specify a different path, or you can free some disk space and try again with the same path. The estimated disk space needed is shown in the backup window. If data compression is used, the actual space used will be less.

{bmc nbwin2.bmp} **Cannot Delete File**

A file that exists in the backup set also exists on the hard disk. In attempting to restore the file from the backup set, Norton Backup was unable to delete the file on the hard disk. If this is a network file, it may be busy (locked) or you may not have the access rights to it. In most other cases, the file is read-only and must have this attribute removed before it can be deleted.

**Retry:** Correct the problem, then try again to restore the file.

**Skip:** Skip this file and continue with the restore.

**Cancel:** Stop restoring files.

{bmc nbwin2.bmp} **Read-Only File**

Norton Backup is attempting to restore a file from the backup set, replacing an older file of the same name on your hard disk. However, the older file has the read-only attribute set. Usually, files are marked *read-only* to protect them from being accidentally deleted or changed.

**OK:** Overwrite this read-only file.

**Skip:** Skip this file and continue restoring files.

**Cancel:** Stop restoring files.

{bmc nbwin2.bmp} **Read-Only File**

Norton Backup is attempting to restore a file from the backup set, replacing a file of the same name on your hard disk. However, the file on the hard disk has the read-only attribute set. Usually, files are marked *read-only* to protect them from being accidentally deleted or changed.

**OK:** Overwrite this read-only file.

**Skip:** Skip this file and continue with the restore.

**Cancel:** Stop restoring files.

{bmc nbwin2.bmp} **Save Setup File**

Some changes have been made to the current setup file.

**Yes:** Save the changes now.

**No:** Do not save the changes.

**Cancel:** Cancel the backup.

{bmc nbwin2.bmp} **Backup Portion of Compatibility Test Complete**

The compatibility test consists of two parts. First, a backup is made to the tape, then a compare is done to verify the backup data. The backup part of the test is complete. Now Norton Backup will start the compare part of the test.

{bmc nbwin2.bmp} **Compatibility Test Passed**

The compatibility test has confirmed that Norton Backup is correctly configured for your computer, and that you will be able to make reliable backups using the drive that was tested. For maximum data security, it is recommended that you perform a compare immediately after each backup for your first few backups. This will provide further verification of the integrity of your backup data.

**NOTE:** You should run the compatibility test again every time you install new hardware (new disk or tape drive, memory board, etc.) or memory-resident software (disk cache, comclickion program, memory manager, shell, etc.).

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{bmc nbwin2.bmp} **Compatibility Test Passed**

The compatibility test has confirmed that Norton Backup is correctly configured for your computer, and that you will be able to make reliable backups using the drive that was tested. For maximum data security, it is recommended that you perform a compare immediately after each backup for your first few backups. This will provide further verification of the integrity of your backup data.

**NOTE:** You should run the compatibility test again every time you install new hardware (new disk or tape drive, memory board, etc.) or memory-resident software (disk cache, comclickion program, memory manager, shell, etc.).

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{bmc nbwin2.bmp} **Tape is Blank**

You have chosen the Display Tape Directory option or are running the tape compatibility test and have inserted a blank tape. If you wish to use this tape, select Yes to proceed.

{bmc nbwin2.bmp} **Video/DMA Conflict Detected**

Norton Backup has detected a conflict between video and DMA in your computer. When both are accessed simultaneously, corrupted data can result. If you choose **Yes**, reliable and accurate backups can be performed at a speed that will not cause this conflict. This setting will result in slower backups, compares, and restores, and tasks performed by other applications will be very slow while Norton Backup is working. If you choose **No**, accurate and reliable backups, compares, and restores cannot be guaranteed. This is an internal hardware problem.

{bmc nbwin2.bmp} **Norton Backup is Busy**

You have attempted to exit from Windows while Norton Backup is still running. Please complete or cancel your current task, if any, and **Quit** from Norton Backup before attempting to exit from Windows.

{bmc nbwin2.bmp} **Video/DMA Compatibility Test**

Norton Backup for Windows must run a test to ensure that your computer's video and DMA are compatible. During the test, which only takes a second or so, your screen will flash. If no problems are encountered, your compatibility test will proceed. If any conflicts are detected, additional messages will appear.

{bmc nbwin2.bmp} **Cannot Reset DMA Speed**

Norton Backup for Windows initially sets the DMA Operation speed to Most Compatible until the compatibility test is successfully completed. The test is first run with the DMA speed set to Fastest. If it is successful at that speed, the DMA Operation will be reset to Fastest.

{bmc nbwin2.bmp} **DMA Conflict**

Norton Backup has detected a conflict between the system hardware and DMA in your computer. When both are accessed simultaneously, corrupted data can result. If you click Yes, reliable and accurate backups can be performed at a speed that will not cause this conflict. This setting will result in slower backups, compares, and restores. If you click No, accurate and reliable backups, compares, and restores cannot be guaranteed. This is an internal hardware problem.

{bmc nbwin2.bmp} **File Skipped During Backup**

The file listed in the message could not be read when this backup was performed. This could be due to a network access rights problem, or the file may have been in use by another application or user during the backup. It is also possible that the file was deleted between the time Norton Backup read the directory and file information from the disk and the time of the backup.

The file is not present in the backup set and cannot be compared or restored.

{bmc nbwin2.bmp} **Diskette Unreadable During Rebuild**

The floppy disk in the drive is damaged and cannot be read. You will have to skip rebuilding the catalog for this disk. You can still continue to rebuild the rest of the catalog using the remaining, undamaged disks.



{bmc nbwin2.bmp} **Volume Unreadable During Rebuild**

The volume number listed in the message is corrupt. You will have to skip rebuilding the catalog for this volume. You can still continue to rebuild the rest of the catalog using the remaining, undamaged volumes.

{bmc nbwin2.bmp} **No Files Found To Compare/Restore**

Before clicking the Start button, select a catalog from the drop-down list box, then select the drives, directories, and files to compare or restore. To select all the files on a drive, double-click the drive icon in the Compare Files list box. To select directories or individual files, click the Select Files button.

You receive this message if no files are selected, if all selected drives and/or directories are empty, or if none of the files in the catalog meet the selection criteria.

{bmc nbwin2.bmp} **No Files Selected**

This message appears when you click Start Backup before selecting files to back up.

This message may also occur if none of the files meet the Include/Exclude criteria you have selected for the backup, or when you select unchanged files for an incremental or differential backup.

To select all files on one drive, use the Backup From list box. To select individual files for back up, click the Select Files button. Be sure to select the appropriate Backup Type from the list box.

{bmc nbwin2.bmp} **Backup Device Not Tested**

If you are confident that the device is fully operational, you may continue the backup without performing the test. However, it is strongly suggested that a compatibility test be performed to ensure reliable backups.

{bmc nbwin2.bmp} **No Tape Configuration File**

Norton Backup cannot locate the file, TAPECTRL.CFG. If this file is on your hard drive, move it to the directory where NBWIN.EXE is located. If you cannot locate the file, you must install Norton Backup again.

{bmc nbwin2.bmp} **Duplicate Include/Exclude Statement**

The include or exclude statement is on the list of statements and a duplicate may not be added. This message is usually produced by clicking the Add button without making changes to the Path or File Name text boxes, or the Include Subdirectories check box.

{bmc nbwin2.bmp} **Cannot Delete Setup File**

Norton backup could not locate this file using the name and path specified. Be sure you are entering the name and path for an existing file.

{bmc nbwin2.bmp} **The Print Disk Is Full**

You have selected the report option and directed the report output to a file. Norton Backup can no longer write to the file because the disk is full. If the file is written to a floppy disk, replace it with a new, formatted floppy disk.

Most reports are not long enough to fill a floppy disk unless the Append Report option is selected. In this case the file size increases every time a report is generated.



{bmc nbwin2.bmp} **Can't Create Catalog**

Norton Backup write the catalog for this backup to your hard drive or network path. When this error occurs, it may mean your hard drive is full or, if saving the catalog to a network, you may not have rights to the directory path specified in the Catalog File Path text box in the Norton Backup (Configure options) main window. If Norton Backup cannot create this catalog, you can attempt to rebuild it from the backup media.

{bmc nbwin2.bmp} **Can't Open Local File**

Norton Backup cannot open the file named in the message. This could be because the file is being used another application. Wait until the file is not busy, then click Retry if you want Norton Backup to open the file. Click Skip to continue with the current operation without retrying. You can cancel the current operation by clicking the Cancel button.

{bmc nbwin2.bmp} **Can't Lock Network File - Busy**

When Norton Backup accesses files on a network, it "locks" them to ensure no other user attempts to use the file while the backup, compare, or restore is in process. When attempting this operation, a busy file was encountered and Norton Backup could not lock the file.

If the Retry Busy File option is selected in the Automation Category, Norton Backup will attempt to lock the file later. If the Retry Busy File option is not selected, or the retry period has expired, the file is not processed as part of the backup, compare, or restore.

{bmc nbwin2.bmp} **Can't Lock Network File - File Error.**

Norton Backup could not backup, compare, or restore this network file because it could not "lock" the file. The file was not busy. Some other error condition, such as damage to the file, caused the error.

{bmc nbwin2.bmp} **Insert Tape**

You have requested that Norton Backup rebuild a catalog from tape backup media. Locate the first tape of this backup and put it in the drive.

{bmc nbwin2.bmp} **Compare Passed**

The compare phase of the compatibility test has been completed successfully. Norton Backup will be able to reliably back up and restore files on your system using the drive that was tested.

**NOTE:** You should rerun the compatibility test any time you change or add hardware (memory board, tape drive, hard disk) or memory-resident software (disk cache, memory manager, shell) to your system.

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{bmc nbwin2.bmp} **Insufficient Room On Tape**

Norton Backup could not write the directory for this backup on the current tape due to lack of space. Make this backup with a new tape.

{bmc nbwin2.bmp} **Convert AccuTrak Tape?**

You have inserted an AccuTrak tape in a QIC 40/80-compatible drive. This tape is formatted by the manufacturer for use in an AccuTrak drive. Norton Backup can overwrite this formatting with Norton Backup formatting so the tape may be used in QIC 40/80 drives, however, the AccuTrak formatting can not be recovered later and the tape will be unusable in AccuTrak drives.



{bmc nbwin2.bmp} **Converting AccuTrak Tape to Norton Backup Tape**

You have chosen to convert an AccuTrak tape for use as a Norton Backup tape. Norton Backup is performing the conversion now. This process changes the header information and the data format on the tape.

{bmc nbwin2.bmp} **AccuTrak Tape Not Converted**

You have inserted an AccuTrak tape in a QIC 40/80-compatible drive. AccuTrak tapes are formatted by the manufacturer using a unique format compatible only in AccuTrak drives. You must insert a tape with Norton Backup format.

Norton Backup can format this tape using Norton proprietary formats, however, the tape will then be unusable in AccuTrak drives.

{bmc nbwin2.bmp} **No AccuTrak Header Found**

The tape you have installed does not have AccuTrak formatting and may have been reformatted previously with Norton proprietary formatting, which overwrites the manufacturer's format. Once this has been done, the tape must be used in a QIC 40/80-compatible drive. AccuTrak-compatible tape must be pre-formatted by Irwin or by a third-party.

Another condition causes this message: the tape may be formatted correctly, but damaged. Use another tape with AccuTrak.

{bmc nbwin2.bmp} **Select Backup Set**

You have chosen to rebuild or retrieve a catalog from a DOS Path.

The Select Backup Set dialog box lets you select a backup set from those available on the path you specified. Once you have selected a backup set, the retrieve or rebuild process will continue.

{bmc nbwin2.bmp} **Searching For Backup Devices**

When you click the Add button, Norton Backup automatically locates and configures any storage devices connected to your system, including disk drives, QIC-40/80 tape drives, tape devices on a SCSI, QIC-02, or IDE interface, and any device available from a network.

The search and configuration process can take more than 20 seconds.

{bmc nbwin2.bmp} **Device Substitution**

Norton Backup recognizes that the backup storage device(s) currently connected and configured on your system do not match the device used when the open backup catalog was made. When this occurs, Norton Backup locates the configured device that most closely matches the capabilities of the missing device.

{bmc nbwin2.bmp} **No Device Selected For Configuration**

This dialog box lists all storage devices detected on your system. To use one of these devices with Norton Backup, you must highlight the device in the list and click OK. Hold down the **Shift** key and click to highlight multiple devices.

{bmc nbwin2.bmp} **Encryption Key Does Not Match**

As a precaution to help ensure that you remember and correctly enter your encryption key, Norton Backup requires that you enter the key a second time to confirm it. The key you entered the second time does not match the key entered the first time.

To use the same key, enter it correctly in the Confirm text box.

To use a different key, click the New text box and enter a new key, then confirm it.



{bmc nbwin2.bmp} **Encryption Keys Do Not Match**

As a precaution to ensure you remember and correctly enter your key, Norton Backup requires that you enter the key a second time to confirm it. The key that you entered the second time does not match the key entered the first time.

To use the same key, enter it correctly to confirm it. To use a different key, click the text box for the first key and enter a new one.

**NOTE:** Norton Backup encryption keys are case-sensitive. This means that "Mykey" and "mykey" will not be recognized as the same encryption key.

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{bmc nbwin2.bmp} **Encryption Key**

If you enable the Data Encryption option, you must enter an encryption key. The key can be any standard keyboard character value, upper or lower case, and up to 16 characters long. The key is used to generate an encryption key stream that mathematically encodes all backed up file data. This data can be compared or restored only when an identical key is used. To enter the key, click Enter Key. The dialog box below appears.

**NOTE:** Norton Backup encryption keys are case-sensitive. This means that "Mykey" and "mykey" will not be recognized as the same encryption key.

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{bmc nbwin2.bmp} **Cannot Rebuild Or Retrieve Master Catalog**

The master catalog is essentially an index to all backup catalogs, called its components, that are created using the same setup file. Backup catalogs contain the information about selected files and drives. Use the Rebuild or Retrieve commands in the TapeTools menu to recover a lost or damaged backup catalog, not a master catalog.

{bmc nbwin2.bmp} **Delete Last Differential Backup**

Whenever you make multiple differential backups using the same setup file, this message appears. Click No to store multiple versions of duplicate files in the master catalog. With multiple versions, you can maintain an archive over time of your backup files, but at the cost of disk drive space.

Click Yes to delete earlier versions of multiple files, which makes all files in the backup current and minimizes the amount of space required to store the catalog.

{bmc nbwin2.bmp} **Delete Last Full Backup**

Whenever you make multiple full backups to a DOS path using the same setup file, this message appears. Click No to store multiple versions of duplicate files in the master catalog. With multiple versions, you can maintain an archive over time of your backup files, but at the cost of hard drive space.

Click Yes to delete earlier versions of multiple files, which makes all files in the backup current and minimizes the amount of space required to store the catalog.

{bmc nbwin2.bmp} **Edit Include/Exclude Statement**

When you highlight an existing statement in the Include/Exclude List and click the Edit button, a dialog box appears, where you can modify the selected statement.

{bmc nbwin2.bmp} **Duplicate Include/Exclude Statement**

The include or exclude statement you have just edited is already on the list of statements and a duplicate cannot be added to the list. You can continue to edit the statement, making it different than any on the list, or you can cancel the edit.

{bmc nbwin2.bmp} **Invalid File Name**

The filename entered in the Log File text box does not meet DOS requirements for a valid file name. DOS file names can be no more than 8 characters, followed by an optional period and up to 3 character extension. The first character must be a letter and some special characters, such as commas, quotes, and spaces, are not allowed. For specific requirements governing DOS file naming conventions, see your DOS operation manual.



{bmc nbwin2.bmp} **Not a NetWare Network**

You have attempted to share one of your local storage devices on a network not supported for device sharing by Norton Backup. Norton Backup supports backing up files from any network device to your local storage device. However, your system must be operating under Novell NetWare to share a local device with other network users.

{bmc nbwin2.bmp} **Tape Controller Found, but No Drive**

A high-speed controller card was located using the I/O Address, IRQ Level, and DMA channel settings specified, but the drive connected to the controller did not respond. The drive may not be connected to the controller card or to a power source. The drive may simply be off. If the drive does not respond after making these corrections, check the manufacturer's instructions to ensure that the drive and controller card are compatible.

If all of the above is corrected but Norton Backup still does not locate the device, contact Technical Support.

{bmc nbwin2.bmp} **No Tape Device Found**

Norton Backup was unable to detect the tape drive on your computer using the settings entered for I/O address, IRQ Level, and DMA Channel. Since this usually occurs when installing a device connected to a high-speed controller card, it is important to match the settings configured on the card (typically with jumpers) to the settings specified in the Manual Add dialog in Norton Backup.

If the settings match but Norton Backup does not locate the device, the settings on your card may conflict with settings on other cards in your system. You may have to experiment with these settings until you determine unique settings for every card.

If you have established settings that should work but Norton Backup still does not locate the device, contact [Technical Support](#).

{bmc nbwin2.bmp} **Norton Backup Prompt**

Follow the instructions or answer the question in this message box to permit Norton Backup to complete the operation you initiated.

{bmc nbwin2.bmp} **Device Not Available**

The storage device you have selected is not currently detected on your system. If the device is local, check connections and power, then click Add in the Configure window. Norton Backup will attempt to re-configure the device.

If the device is a network device and Norton Backup cannot access it, it is no longer attached to the network. You must wait until it is reattached to the network, then click Add in the Configure window for Norton Backup to use the device again.

{bmc nbwin2.bmp} **Remove Device**

You have selected a device from the device list in the Configure window and clicked the Remove button.

Norton Backup stores information about each of your backup devices in an INI file, which includes information about the status of compatibility testing and DMA operation. If you remove a device, the information stored about it is also removed. If you return the device to your system, you must re-configure and test it prior to use.

Remove devices only when they are permanently disconnected from your system.

{bmc nbwin2.bmp} **Configuration**

A tape controller card has been located with the settings specified and is configured successfully. It is strongly recommended that you perform the compatibility test on this device before using it with Norton Backup.

{bmc nbwin2.bmp} **Duplicate Device Controller**

Norton Backup has previously located and configured a tape device using the I/O address, IRQ Level, and DMA channel you specified in the Controller/Adapter dialog for a new device. These settings must be unique for each controller card. If you are installing a second controller card and receive this message, you must change the above settings for the second card before it can be configured.

This message also occurs when you attempt to configure the same controller twice. If you only have one controller card and receive this message, then the card is successfully installed. You do not have to configure it multiple times.

If you have installed a replacement for a previously-configured controller card using the same settings and you want to test the operation of the new card, click Test.



{bmc nbwin2.bmp} **Configuration Messages**

This message shows the device configuration result when you attempt to manually add a SCSI, network, or InfoServer tape device. Norton Backup should locate and automatically configure these devices. If the message indicates a problem, refer to the message for the possible cause.

In most cases, the problem is the result of an incorrectly installed device or a network error. If these causes are eliminated and a problem persists, contact [Technical Support](#).

{bmc nbwin2.bmp} **Setup File Compatibility Warning**

You receive this message if you have more than one version of Norton Backup and try to use a newer version setup file with an older version of the program.

Norton Backup is upward compatible, which means older setup files may be used with a newer program version. However, older versions of the program do not recognize new program features recorded in new setup files.

To avoid this problem, save setup files for different Norton Backup versions in separate subdirectories.

{bmc nbwin2.bmp} **No Share Name Specified**

You clicked the Start Sharing button before assigning your local device a share name. Enter the name in the Share window in the Share Name text box.

{bmc nbwin2.bmp} **Network Error**

An error was encountered while sharing the current device on NetWare. Norton Backup cannot continue to share the device until the cause of the error has been identified and corrected. The error was not caused by Norton Backup, your local device, or computer system. Contact your NetWare administrator to resolve the error.

{bmc nbwin2.bmp} **Stop Sharing Active Device**

This message occurs if you click the Stop Sharing button when your local tape device status is shown as Active in the Sharing Device window. It means a network user is currently attached to and operating your local tape device.

If you click Yes, the user's access to your device is terminated, which may produce unexpected results on the tape currently in your drive. This choice is not recommended. To permit the network user to complete the operation, click No.

{bmc nbwin2.bmp} **Share Name Conflict**

The name you entered in the Share Name text box matches a name assigned to another shared device on the network. You must choose another name for your local device before you can share it.

{bmc nbwin2.bmp} **Configuration Change**

You have changed a program setting or device configuration in the Configuration window. To save your changes, click Yes. The new settings and device configurations are used the next time you run Norton Backup.

If the change is temporary, click No. Norton Backup uses the previous configuration the next time you run the program.

{bmc nbwin2.bmp} **No Device Configured**

See Also

Before Norton Backup can be used to back up files from your hard drive, retrieve or rebuild catalogs, or restore files to your hard drive, you must configure at least one storage device, such as a floppy disk drive or tape drive.



Adding a Backup Device  
Adding a Device Manually

{bmc nbwin2.bmp} **Unsupported Date Range**

When applying a special file selection based on a date range, dates after January 1, 1980 must be used. Norton Backup does not support dates prior to this.

{bmc nbwin2.bmp} **Setup File from Older Version of Norton Backup**

The setup file you selected was created with an earlier version of Norton Backup. This setup file may not support devices or options available in this version and may not accurately select options common to both versions. Norton Backup attempts to use the older setup file, but warns that the settings in this file may not produce the expected results.

To ensure reliable operation, verify the selection of backup, compare, and restore options. Also ensure that the appropriate backup device is selected. Drive, directory, file, and special selections in an older setup file are compatible with this version of Norton Backup.

{bmc nbwin2.bmp} **Device Driver Error**

A tape driver library file could not be loaded. It may be corrupted, missing, or not in the appropriate directory. To correct the problem, install Norton Backup again.

When this error occurs, the current operation terminated.

{bmc nbwin2.bmp} **Overwrite Report File**

You have selected the Report option. When Norton Backup creates the report, it is saved to a file with the same name as the setup file currently in use with the extension RPT. A file with this name already exists. If you click Yes, the file is overwritten.

You can select the Append Each Report to the Previous Report option to add the content of the current report to an existing report file. This option is part of the Report Options category.

{bmc nbwin2.bmp} **Overwrite Log File**

The log file specified already exists. Click OK to overwrite the file. To create a new file, click Cancel and change the filename in the Log Filename text box. You can add messages from this share session to the existing log file by clicking an X in the Append to Last Log File check box.

{bmc nbwin2.bmp} **Invalid File Name**

A log filename must adhere to DOS file naming conventions. The name may be up to eight characters in length terminated with a period and followed by an optional extension of up to three characters. Some characters that appear on a standard keyboard are not allowed. See the DOS operation manual for details.

{bmc nbwin2.bmp} **No NetWare Network**

You have attempted to share one of your local storage devices on a network not supported for device sharing by Norton Backup. Norton Backup supports backing up files from any network device to your local storage device. However, your system must be operating under Novell NetWare to share a local device with other network users.



{bmc nbwin2.bmp} **No Log Filename Specified**

You have clicked the Write Log to File check box in the Share window but have not entered a filename in the Log File Name text box. You must either enter a filename or remove the X from the check box.

The log filename must adhere to DOS file naming conventions. The name may be up to eight characters in length terminated with a period and followed by an optional extension of up to three characters. Some characters that appear on a standard keyboard are not allowed. See the DOS operation manual for details.

{bmc nbwin2.bmp} **Reading Directories**

Norton Backup is reading the directory structure of the current drive and creating a log of all directories and files found. The directories encountered and the total file count are shown. This process must be completed before you can back up drives, directories, or files.

To stop this process, click Cancel.

{bmc nbwin2.bmp} **Configuration Error**

Norton Backup cannot locate the file, TAPECTRL.CFG. If this file is on your hard drive, move it to the directory where NBWIN.EXE is located. If you cannot locate the file, you must install Norton Backup again.

{bmc nbwin2.bmp} **Invalid Drive Selected for Compare**

You can receive this error when you back up files from a network drive that later becomes unavailable for comparing files. If you reconnect to the drive, you can compare the files. If you cannot reconnect to the drive, but the files are available on another drive or directory, you can change the location for comparing the files by selecting **Alternate Drives** from the Compare To drop-down list box.

{bmc nbwin2.bmp} **Invalid Drive Selected for Restore**

You can receive this error when you back up files from a network drive that later becomes unavailable for restoring them. If you reconnect to the drive, you can restore the files. If you cannot reconnect to the drive, but the files are available on another drive or directory, you can change the location for restoring the files using the Restore To list box.

{bmc nbwin2.bmp} **Write Error While Restoring Files**

Norton Backup cannot restore this file because of a write error on your hard drive. The most likely cause of this error is that the file exists on the hard drive but is read-only and cannot be overwritten. Other causes of this error include a busy file or malfunctioning hard drive.

Click the Retry button for Norton Backup to attempt to restore this file again. Click the Skip button to continue restoring files; the file named in the message is not restored. Click the Cancel button to stop restoring files.

{bmc nbwin2.bmp} **Tape Erase Warning**

Norton Backup has determined that there is backup data on the currently-installed tape. If you want to proceed with the current operation, click Yes. The data on the tape will be lost. If you want to keep the data on this tape, but want to proceed with the operation, click No and insert another tape. If you want to stop the operation, click Cancel.

{bmc nbwin2.bmp} **Initialize Tape Warning**

Norton Backup has determined that there is backup data on the currently-installed tape. If you want to proceed with the current operation, click Yes. The data on the tape will be lost. If you want to keep the data on this tape, but want to proceed with the operation, click No and insert another tape. If you want to stop the operation, click Cancel.



{bmc nbwin2.bmp} **Cannot Compare Files**

There is a mismatch in the directories and/or files being compared.

{bmc nbwin2.bmp} **Cannot Compare Files**

There is a mismatch in the directories and/or files being compared.

{bmc nbwin2.bmp} **Overwrite Existing Catalog?**

A copy of the current backup set catalog already exists at the location specified in the default Catalog Path text box in the Norton Backup (Configure options) main window.

If you are making a backup, ensure that you are not overwriting a valid backup set. If you are a network user and saving catalogs on a common area on the network, you may be about to overwrite someone's backup catalog. Click No, and talk to your network administrator before continuing with the backup. If the catalog is yours and you do not want to retain old catalogs for this setup file, click Yes.

If you are retrieving a catalog because the copy on your hard disk is damaged, then you should click Yes to overwrite the existing copy. Otherwise, click No. The copy on the hard disk will match the copy you are retrieving, so there is no point in overwriting the existing copy.

This message is normal if you are rebuilding a backup catalog. Usually, catalog rebuilds are performed because the backup set has missing or bad components. In this case, the original backup catalog is often still on the hard disk. To replace the old catalog with the rebuilt catalog, click Yes. The rebuilt catalog reflects the current status of the backup set, so it should usually replace the existing catalog. But if you intended to rebuild a *missing* catalog and receive this message, you may want to click No and make sure this is the catalog you intended to rebuild.

{bmc nbwin2.bmp} **Insufficient Disk Space**

The file could not be written to the hard drive because there is insufficient space. Delete one or more files on the hard drive and click Retry. If you click Cancel, the remaining files in this backup set will not be restored.

{bmc nbwin2.bmp} **File Error - Keep Original File**

The file identified in the message could not be fully restored. This file already exists on your hard drive. Click Yes to retain the current file on your hard drive. Click No to replace the file on your hard drive with the partially restored file. Click Cancel to stop restoring files.

This error is generally caused by damaged media on your hard drive or a malfunctioning computer system and should be investigated further.

{bmc nbwin2.bmp} **Tape Change**

This prompt appears when Norton Backup expects a tape change, such as when you click View Another Tape in the Tape Directory. Remove the tape from the drive and replace it with the desired tape. Click OK to continue. Click Cancel to end the current operation.

{bmc nbwin2.bmp} **Backup Set Not Found**

Norton Backup attempted to read a backup set specified by the currently selected catalog. If you are comparing or restoring files, this error means the backup set may be missing from your hard drive. Backup set catalogs are stored in the directory specified by the Catalog File Path in the Configure window. Be sure this path is set to the appropriate directory. If you cannot find the backup set catalog on your hard drive, you can retrieve it from your backup media.

If this error occurs when attempting to retrieve the backup set from your backup media, the wrong disk or tape may be inserted, the media may have been unexpectedly removed from the drive, another application may have erase the backup set, or the media may be damaged.

If the backup set is missing or the media is damaged, you may be able to rebuild some or all of the backup set from the media. If the media is damaged or worn, replace it before making any more backups.

{bmc nbwin2.bmp} **Insert Tape**

When this option is selected, Norton Backup prevents any backup to a SCSI or QIC-02 tape that is not a member of the series with the specified name. Locate the tape with the name requested, insert it in the drive, and click OK.

To disable this feature, select the Security Options category and remove the X from the Backup to This Tape Series Only check box. This option cannot be changed when using Norton Backup at the preset program level.



{bmc nbwin2.bmp} **Insert Tape**

The name and description in this dialog box identify the tape series used with the current setup file. To continue, insert the tape with the name and number requested, then click OK.

{bmc nbwin2.bmp} **Insert Next Tape**

This backup set exceeds the capacity of the current tape. The backup must span to a new tape that will be assigned the same name and the next sequential number.

If a new tape is not available, you must click Cancel and end the backup. However, doing so will mark the current tape as the end of the series and no additional backups may be appended to this series.

If you have a new tape, insert it in the drive and click OK.

{bmc nbwin2.bmp} **Continue Backup Set**

The current backup has spanned from one tape to another, producing a tape series. Tape devices using a SCSI or QIC-02 interface use a name and number to identify each tape in a series. The name and number of the tape is shown in the dialog box. Label the tape with this information. Norton Backup will prompt you for this tape when you compare or restore files from this backup set.

{bmc nbwin2.bmp} **Incompatible Tape Format**

The tape in the drive has been formatted for a lower capacity than the drive supports. Replace the tape with a compatible format tape. It may be possible to format this tape for this drive using the Format command in the TapeTools menu.

If you are using a QIC-series drive, note that QIC-80 tapes may be used in a QIC-40 drive if they are formatted for the lower density. However, if you format a QIC-80 tape as a QIC-40 tape, Norton Backup assumes the tape is a QIC-40 and will not attempt to reformat it at the higher density at a later time. Also note that QIC-80 drives can read tapes formatted with QIC-40 density but cannot write to them. This discussion also applies to AccuTrak-40 and AccuTrak-80 tapes and drives.

IDE drives use either DC2080 (102 MB) or DC2120 (152 MB) tapes. You must format these tapes in an IDE drive before Norton backup can back up files to them. Norton Backup can compare and restore files from QIC-40/80 tapes in an IDE drive.

{bmc nbwin2.bmp} **No Component Files Found**

A master catalog contains references to component (backup set) catalogs. All components of your master catalog are missing. This can occur if they are mistakenly deleted from your hard drive. The master catalog on your hard drive cannot be opened if no components referenced by it are present.

If your backup media is floppy disks, you can retrieve the master catalog and its components from the last disk in the backup set by selecting Retrieve from the Catalog menu.

If your backup media is tape, you can select Retrieve from the catalog menu to get the components only if your backups were made with the Store Catalog on Tape option.

You can rebuild your catalogs from any media by selecting Rebuild from the Catalog menu.

{bmc nbwin2.bmp} **NetWare Error**

Norton Backup is unable to obtain the volume information for a NetWare volume. Please check your network connection.

{bmc nbwin2.bmp} **NetWare Error**

Norton Backup is unable to obtain the Netware directory or file information. Please check your network connection.

{bmc nbwin2.bmp} **NetWare Error**

Norton Backup couldnt completely restore all of the NetWare directory or file information. If you want to keep the restored data, click OK.



{bmc nbwin2.bmp} **NetWare Error**

Norton Backup cannot work with the NetWare Bindery information. Contact [Technical Support](#) for more information.

{bmc nbwin2.bmp} **NetWare Error**

Norton Backup cannot work with the NetWare Trustee information. Contact [Technical Support](#) for more information.

{bmc nbwin2.bmp} **NetWare Error**

Norton Backup cannot work with the NetWare Bindery information. Contact [Technical Support](#) for more information.

{bmc nbwin2.bmp} **NetWare Error**

Norton Backup cannot work with the NetWare Trustee information. Contact [Technical Support](#) for more information.

{bmc nbwin2.bmp} **File Lock Error**

An error occurred when Norton Backup attempted to lock the file named in the message. The file may be busy. Choose Retry to try again. If the file still cannot be locked, check with your network administrator. If you are unable to solve the problem and this error occurs repeatedly, contact [Technical Support](#).

{bmc nbwin2.bmp} **File Error**

Norton Backup was unable to open the specified file. This problem may be caused by one of the following: the file does not exist, you do not have the network rights needed to open the file, the file may be in use by someone on the network, or there may be a hardware problem on your system.

When this error occurs, the operation is terminated. Locate the cause of the problem and correct it before restarting this operation.

{bmc nbwin2.bmp} **File Error**

Norton Backup could not create the file you are restoring on the destination device. Free some disk space on the destination device and retry.

You have three options:

**Skip:** Skips this file and goes on to restore the next.

**Retry:** Tries again to restore the file.

**Cancel:** Cancels the restore.

{bmc nbwin2.bmp} **File Error**

When a file is restored, it is first copied to a temporary file ~NBACKUP.TMP in the target directory and then renamed to its original filename. The above message is shown when the temporary file cannot be deleted in preparation for restoring the next file in the backup set.

This can happen when the temporary file is locked or in use by another application. Ensure that no other application, such as a file search utility, is accessing the file, then click Retry. Click Skip to stop restoring files in the current directory. You can click Cancel to stop restoring all files.



{bmc nbwin2.bmp} **File Error**

When a file is restored, it is first copied to a temporary file ~NBACKUP.TMP, and then renamed to its proper file name. The above message is shown when the temporary file cannot be renamed to the real file name.

This can happen when an existing file of the same name is locked and therefore cannot be overwritten. As a result, the file cannot be restored.

{bmc nbwin2.bmp} **File Error**

The file on your hard drive does not match the file in the backup set. Although the date and size match, the content of the two files is different.

If this error occurs following a backup, it usually means the file was not copied accurately to the backup media. Make the backup again, then compare the files. If the error is repeated, your backup device or backup media is the probable cause. Perform the compatibility test again, using a new tape before repeating the backup.

If this error is encountered after a hard drive failure or computer malfunction, the file on your hard drive is probably corrupted. The cause of the error may be a malfunctioning drive or damaged drive media. Once this problem has been corrected, use Norton Backup to restore the file(s) to the drive.

{bmc nbwin2.bmp} **Insufficient Disk Space**

When a backup is made to a SCSI or QIC-02 tape device, catalog information is stored on the hard drive until the backup is complete, then the catalog is appended to the tape. If you can remove other files from your hard drive, click Retry. If no further errors are reported, the catalog will be stored on the tape.

If you click Skip, Norton Backup will complete the backup, but the catalog will not be stored on the tape. This means you cannot retrieve it from tape and it will not be listed in the tape directory when the retrieve operation is started. If you need to recover the catalog, you will have to use rebuild.

In either case, the temporary file is deleted and the catalog is saved on your hard drive providing there is enough space available.

{bmc nbwin2.bmp} **File Error**

When a backup is made to a SCSI or QIC-02 tape device, catalog information is stored on the hard drive until the backup is complete, then the catalog is appended to the tape. A file error occurred when Norton Backup tried to create the temporary file, so a tape catalog for this backup cannot be created. This means you cannot retrieve the catalog from the tape, and it will not be listed in the tape directory when the retrieve operation is started. If you need to recover the catalog, you must use rebuild.

This error does not prevent Norton Backup from saving the catalog on your hard drive.

{bmc nbwin2.bmp} **Unable to Read File**

Norton Backup can no longer access or read a file in the backup set. This error can be caused by a hard drive failure, a network server disruption, or a locked or busy file. If any of these problems are corrected, you can click Retry to continue the operation for this file. Otherwise, the file is skipped.

{bmc nbwin2.bmp} **Erase Error**

Check the tape and ensure that it is not write-protected or damaged. If these problems are eliminated as the potential cause of this error and the error continues, the drive is probably faulty. Contact the service representative for the drive.

{bmc nbwin2.bmp} **Component Not Used**

One of the component files (backup catalogs) in the selected volume has a checksum mismatch. This means the data originally stored in the component does not match the data read from it now.

This problem often occurs when a disk of the wrong format density has been inserted in the drive or the disk is not part of this backup set. Check the disk, replace it with the correct one, and try again.

If the correct disk is in the drive, then it is probably damaged. Norton Backup will continue the current operation without this component.

{bmc nbwin2.bmp} **Encryption Option Not Available**

The encryption option specified in the setup file is no longer installed on your system. Each encryption option is a module located in a separate file that uses the prefix NBWEXXXX and the Windows DLL extension. This file cannot be found or has been erased.

If you cannot locate the file, you can select another encryption option from the drop-down list box in the Security options category. If no encryption options are listed, then all encryption files are missing. You can select Off to proceed without encryption or you can install Norton Backup again.



{bmc nbwin2.bmp} **Busy Remote Device**

If your system is attached to a NetWare network, local tape storage devices may be shared with other users. These devices can be located and configured by Norton Backup when you click the Add button in the Configure window. Once configured, these devices appear in the Backup, Compare, and Restore windows and can be selected as backup devices. The network tape drive you selected for this operation is currently in use. Select another device or wait until the drive is free.

{bmc nbwin2.bmp} **Unknown Driver Error**

The tape device used during the current operation returned an error condition that Norton Backup does not recognize. If this message appears, please write down the circumstances of the error, then contact Technical Support.

{bmc nbwin2.bmp} **DMA Channel Conflict**

Some high-speed controllers offer an on-board, hardware comclickion feature that uses an additional DMA channel on your system. This channel number must be different than the one selected for normal data transfer. The settings you have entered have the same channel number.

To correct this problem, locate the device that uses this controller in the Devices List in the Configure window. Highlight the device, then click Settings. Use the Comp DMA drop-down list box to select a channel number that is different than the number selected in the DMA Channel drop-down list box.

{bmc nbwin2.bmp} **Too Many Directories**

The backup catalog file size has been exceeded. When backing up files, Norton Backup records all directories in the catalog file. The drive(s) you have selected for backup contain more directories than the catalog file can hold.

The catalog can hold up to 65,535 directory names when stored on a disk, SCSI, or QIC-02 device. The catalog is limited to 2,045 directories when backing up to a QIC-40, QIC-80, or AccuTrak tape drive.

{bmc nbwin2.bmp} **Library File Not Found**

Norton Backup needs the library file (called a Windows Dynamic Link Library or DLL) identified in this message to continue operation. This file is saved on your hard drive when Norton Backup is first installed but is now missing or not in its original directory. If you can find this file using Windows Program Manager, copy it to the directory where Norton Backup is installed and click Retry.

If this file is not on your hard drive, Click Cancel, exit Norton Backup, and run the install program.

**Device Driver Topics - see driver.str; nbwsmem.dll**

{bmc nbwin2.bmp} **No Driver Errors**

See Also

Normally, this message means the selected device is configured and operating correctly. However, if you receive this message when attempting to configure a device that Norton Backup cannot locate, you must click the Manual Add button to configure the device.

## Adding a Device Manually



{bmc nbwin2.bmp} **Device Driver Error**

Norton Backup attempted to load a duplicate device driver. To correct this problem, close all applications, exit Windows, and restart Windows, then run Norton Backup first.

{bmc nbwin2.bmp} **Device Driver Error**

The device driver for the selected backup storage device is not the same version as Norton Backup. This error can occur if you have copied a newer version of Norton Backup over an older version or if multiple versions of Norton Backup are installed on your system.

Always install Norton Backup using the SETUP.EXE program on the distribution disks. If you need multiple versions of Norton Backup on your system, be sure to isolate them by removing their directory from the PATH environment variable in your AUTOEXEC.BAT file.

{bmc nbwin2.bmp} **Device Driver Error**

A deleted data address mark was found on the tape, indicating that a part of the tape has been erased. Norton Backup usually processes this error internally. If this message is displayed, Norton Backup cannot use this tape. Reformat this tape or use another tape.

{bmc nbwin2.bmp} **Device Driver Error**

If this message is received when attempting to configure a device, refer to [Troubleshooting](#). If the problem persists, contact [Technical Support](#).

{bmc nbwin2.bmp} **Device Driver Error**

This error can occur when other applications in Windows interrupt the formatting process. Try closing other applications, especially "screen saver" programs, and try again.

If the problem continues, you may need to use a different tape.

You can also reduce the data transfer rate for the drive and try again. Open the Configure window and click the settings button, then select the lowest rate from the Data Transfer drop-down list box.

If these measures do not correct the problem, contact [Technical Support](#).

{bmc nbwin2.bmp} **Device Driver Error**

See Also

The high-speed controller or host adapter card is not located at the selected I/O Port address. Carefully inspect the card to ensure that the I/O address jumper setting matches the setting selected during configuration.

## Adding a Device Manual

{bmc nbwin2.bmp} **Device Driver Error**

See Also

The high-speed controller or host adapter card may not be located at the selected I/O Port address or may not be set for the selected interrupt. Carefully inspect the card to ensure that the jumper settings match the settings selected during configuration.



{bmc nbwin2.bmp} **Device Driver Error**

See Also

The high-speed controller or host adapter card is not set at the selected interrupt request (IRQ) setting. Carefully inspect the card to ensure that the jumper matches the setting selected during configuration. This error may also occur when two devices have conflicting settings. Be sure each device on your system is set to a unique IRQ setting.

{bmc nbwin2.bmp} **Device Driver Error**

The drive did not respond after a predetermined amount of time. Ensure that the drive is connected to your system and that power is applied. If your system uses a micro-channel bus, refer to the topic, [Troubleshooting](#).

If you cannot correct the problem, contact [Technical Support](#).

{bmc nbwin2.bmp} **Device Driver Error**

This is an internal Norton Backup error message and should not appear under normal circumstances, if this message is received, contact [Technical Support](#).

{bmc nbwin2.bmp} **Device Driver Error**

To continue the current operation, please remove the tape from the drive.

{bmc nbwin2.bmp} **Device Driver Error**

Remove the tape from the drive and determine if the end of the tape has come loose from the spool. If it has, return the tape to the manufacturer for repair. Restart the current operation using a different tape. If the tape is not damaged, the drive is malfunctioning. Contact the drive's service representative.

{bmc nbwin2.bmp} **Device Driver Error**

See Also

The high-speed controller or host adapter card connected to your tape drive has the same interrupt request setting as another device connected to your system. Carefully change the I/O address jumper setting on the card and select the same setting from the IRQ drop-down list box when configuring the device for Norton Backup.

{bmc nbwin2.bmp} **Device Driver Error**

In some systems, the DMA buffer must be allocated in the first megabyte of RAM. Other Windows applications may be loaded into this area or have already allocated a DMA buffer. To correct this problem, exit and restart Windows, then run Norton Backup first.

{bmc nbwin2.bmp} **Device Driver Error**

This is an internal error that should not occur under normal circumstances. If you receive this error using a QIC-40/80 or AccuTrak drive, try to correct it by clicking the Settings button in the Configure window and selecting a slower data Transfer Rate.

If you are using a SCSI or QIC-02 device, record the error reference number and contact [Technical Support](#).



{bmc nbwin2.bmp} **Device Driver Error**

This is an internal error that should not occur under normal circumstances. If you receive this error, record the reference number and contact [Technical Support](#).

{bmc nbwin2.bmp} **Device Driver Error**

Network communications have been lost. Either the network is no longer operating or your system is not attached. Correct the problem and try the current operation again.

{bmc nbwin2.bmp} **Device Driver Error**

Norton Backup is not able to locate your tape drive. This error can occur if power is removed or a connection is broken. Check these conditions, correct any problems, and try again.

If this error occurs during configuration, your drive is probably connected to a high-speed controller or host adapter card. To manually configure your card, follow these steps:

- 1 Make sure your tape drive has been installed following the manufacturer's instructions.
- 2 Open the Configure window, then click on Add.
- 3 When Norton Backup does not locate the device, click on Manual Add.
- 4 Select the manufacturer of your device. Norton Backup sets the I/O address, IRQ Level, and DMA channel settings for the controller card shipped by the selected manufacturer. If you do not know the manufacturer, select Generic.
- 5 Click on Ok.
- 6 If Norton Backup does not locate the device, you may have to experiment with the settings for I/O address, IRQ Level, and DMA channel. Be sure that the jumpers on the card correspond with the settings selected in this dialog box.

For additional information, refer to the topic, [Troubleshooting](#). If Norton Backup still does not locate the device, contact [Technical Support](#).

{bmc nbwin2.bmp} **Device Driver Error**

The remote tape drive you have specified for the current operation is not currently being shared. Contact the network user who shares this device or specify a different device.

{bmc nbwin2.bmp} **Device Driver Error**

Be sure your tape drive is turned on and that a tape is inserted in the drive. If this error is repeated, the device driver software for your drive may be corrupted. Try installing the software again.

If this message is received when attempting to configure a device, refer to the topic, [Troubleshooting](#). If the problem persists, contact [Technical Support](#).

{bmc nbwin2.bmp} **Device Driver Error**

The remote tape drive you have specified for the current operation is currently in use by another application or another user on the network. Close any application that may be using the drive. If the drive is shared on a network, wait until the drive is available and try again, or specify a different drive.

{bmc nbwin2.bmp} **Device Driver Error**

The tape in your drive is physically damaged. If you are using a QIC-40/80 or AccuTrak drive, you can try to format the tape using the Format command in the TapeTools menu. Otherwise, use a different tape before attempting the operation again.

When this error occurs, the operation is terminated.

{bmc nbwin2.bmp} **Device Driver Error**

This is a Norton Backup internal error and should not occur during normal operation. Record the error reference number and contact [Technical Support](#).



{bmc nbwin2.bmp} **Device Driver Error**

Data on the tape has been lost. This may be caused by a partial bulk erasure or a physical defect on the tape. The operation will be terminated. If you are using a QIC-40/80 or AccuTrak drive, you can try to format the tape using the TapeTools menu. Otherwise, use a different tape before attempting the operation again.

{bmc nbwin2.bmp} **Device Driver Error**

The tape in your drive is physically damaged. The operation will be terminated. You can use the Format command in the Tape Tool menu to try to fix this tape, or use a different tape before attempting the operation again.

{bmc nbwin2.bmp} **Device Driver Error**

The data transfer rate may be set too high. Click the Settings button in the Configure window and select a lower data transfer rate from the drop-down list box. If the problem persists, the drive may be malfunctioning. Contact the drive's manufacturing service representative.

When this error occurs, the current operation is terminated.

{bmc nbwin2.bmp} **Device Driver Error**

A tape is not detected in the drive. If a tape is present, the tape may be physically damaged or the tape detection mechanism in the drive may be malfunctioning. If this error occurs at the beginning of an operation, you can correct it and click Retry. When this error occurs during an operation, the operation is terminated.

{bmc nbwin2.bmp} **Device Driver Error**

The tape in the drive is not the tape expected by Norton Backup. When this error occurs, the current operation is terminated.

{bmc nbwin2.bmp} **Device Driver Error**

An unknown or unexpected error code was returned from the tape drive. This condition usually indicates a malfunctioning drive. Check the connections to the drive and make sure power is applied. If the problem persists, turn off the drive and your computer, then restart and try again.

If these efforts do not correct the problem, the drive is probably malfunctioning. Contact the service representative for the drive.

When this error occurs, the current operation is terminated.

{bmc nbwin2.bmp} **Device Driver Error**

The tape in the drive is the wrong type or is not the correct format. Replace the tape with a compatible format tape.

When using a QIC-series drive, it may be possible to format this tape for this drive using the Format command in the TapeTools menu. Note that QIC-80 tapes may be used in a QIC-40 drive if they are formatted for the lower density. However, if you format a QIC-80 tape as a QIC-40 tape, Norton Backup assumes the tape is a QIC-40 and will not attempt to reformat it at the higher density at a later time. Also note that QIC-80 drives can read tapes formatted with QIC-40 density but cannot write to them. This discussion also applies to AccuTrak-40 and AccuTrak-80 tapes and drives.

{bmc nbwin2.bmp} **Device Driver Error**

The tape in the drive is the wrong type or is not initialized using MTF-compatible partitions. Replace the tape with a compatible tape. When using a SCSI or QIC-02 drive, you may need to thoroughly bulk-erase the tape and use the Initialize command in the TapeTools menu.



{bmc nbwin2.bmp} **Device Driver Error**

This error often occurs when power is removed or a connection is broken. Check these conditions, correct any problems, and try again.

If this error is repeated, your system configuration may have changed. To correct any problems caused by address or interrupt conflicts, click the Remove button in the Configure window, then reconfigure the drive by clicking the Add button.

{bmc nbwin2.bmp} **Device Driver Error**

The tape in the drive is write-protected. Remove the tape from the drive and make sure it is the tape you want to use for this backup. If so, follow the manufacturer's instructions to remove the write protection before you reinsert it in the drive. If not, insert another tape to continue the backup.

If this error occurs after an operation is underway, it may indicate a physically damaged tape or a faulty detection mechanism. If replacing the tape does not correct the problem, contact the drive's service representative for repair.

{bmc nbwin2.bmp} **Device Driver Error**

The current device driver and the Norton Backup program are not the same version. To correct this problem, install Norton Backup again. Be sure to install to the same directory where any previous version of Norton Backup is located. If this does not correct the problem, contact Technical Support.

When this error occurs, the current operation terminated.

{bmc nbwin2.bmp} **Device Driver Error**

A Norton Backup device driver attempted to use Windows resources, such as memory or the timer, without success. These resources are being used by other Windows applications. To correct this problem, terminate one or more of the other applications and try again.

{bmc nbwin2.bmp} **Device Driver Error**

This error occurs when the ASPI manager, the Windows SCSI interface device software, is not installed or is installed incorrectly.

For example, Adaptec provides several versions of the DOS ASPI driver, depending on the host adapter card installed. These are: ASPI2DOS.SYS, ASPI4DOS.SYS, and ASPIEDOS.SYS. The driver must be identified in a DEVICE statement in your CONFIG.SYS file. Adaptec also installs a Windows driver, called WINASPI.DLL, and installs a virtual device driver, called VASPID.386, in the Windows directory. VASPID.386 is identified in a DEVICE statement in the [386 ENH] section of the Windows SYSTEM.INI file.

Refer to the documentation that came with your SCSI host adapter card for the manufacturer's installation instructions.

{bmc nbwin2.bmp} **Device Driver Error**

When this error occurs, it is probably because your SCSI host adapter card is not compatible with the installed version of either the DOS device driver or Windows ASPI Manager software.

Be sure to install the most current version of the software provided by your SCSI host adapter card manufacturer. See the [SCSI interface](#) topic for more information.

When this error occurs, the current operation terminated.

{bmc nbwin2.bmp} **Device Driver Error**

The local owner of this device may no longer be sharing the device on the network, or their system may not be attached to the network. Locate the source of the problem and try the operation again.

When this error occurs, the current operation terminated.

{bmc nbwin2.bmp} **Device Driver Error**

This error occurs when the ASPI manager, the Windows SCSI device software, is not installed or is installed incorrectly.

Windows programs, including Norton Backup, communicate with SCSI devices using a Windows-supported ASPI (Advanced SCSI Programming Interface) manager file, which must be installed in the Windows directory. Adaptec, a SCSI device manufacturer, uses a file called WINASPI.DLL for this purpose. Install this file in the Windows subdirectory and try the operation again.

When this error occurs, the current operation terminated.



{bmc nbwin2.bmp} **Device Driver Error**

This is a Norton Backup internal error and should not occur during normal operation. Record the error reference number and contact [Technical Support](#).

{bmc nbwin2.bmp} **Device Driver Error**

This is a Norton Backup internal error and should not occur during normal operation. Record the error reference number and contact [Technical Support](#).

{bmc nbwin2.bmp} **Device Driver Error**

When running Windows in standard mode, you must install and run the TBMI program before Norton Backup can use devices on a NetWare network. Refer to your NetWare documentation.

{bmc nbwin2.bmp} **Device Driver Error**

When running Windows in enhanced mode, you must remove the TBMI program before Norton Backup can use devices on a NetWare network. Refer to your NetWare documentation.

{bmc nbwin2.bmp} **Device Driver Error**

This NetWare driver is responsible for the communication between your system and the network. Norton Backup cannot use the network unless this driver is installed in the Windows directory and a line similar to the one below is listed in your Windows SYSTEM.INI file:

network=\*vnetbios, vnetware.386, vipx.386

{bmc nbwin2.bmp} **Device Driver Error**

Norton Backup cannot access the NetWare IPX driver. Ensure that IPX.COM is installed and running in your system.

{bmc nbwin2.bmp} **Device Driver Error**

InfoServer client software must be installed prior to configuring or using Norton Backup with tape devices managed by the InfoServer. Install the LAP.DLL file in the Windows directory and try the operation again. Refer to the Digital InfoServer documentation for more information.

{bmc nbwin2.bmp} **Device Driver Error**

InfoServer client software must be installed prior to configuring or using Norton Backup with tape devices managed by the InfoServer. Install and run the LAST.EXE program and try the operation again. Refer to the Digital InfoServer documentation for more information.



{bmc nbwin2.bmp} **Device Driver Error**

Communication with the InfoServer has been lost. Check the InfoServer and network, correct the cause of the problem, then try this operation again.

{bmc nbwin2.bmp} **Device Driver Error**

Communication with the InfoServer has been lost. Check the InfoServer and network, correct the cause of the problem, then try this operation again.

{bmc nbwin2.bmp} **Device Driver Error**

The DOS Protected Mode Interface reported an unexpected error. Record the error reference number and contact Technical Support.

{bmc nbwin2.bmp} **Device Driver Error**

When using a shared device, any unexpected problem at the system where the device is located can produce this error message. Alert the network user who is sharing this device. Wait until the problem is corrected, then try this operation again.

{bmc nbwin2.bmp} **Device Driver Error**

The password does not match. Be sure to type the password correctly.

**NOTE:** Norton Backup password protection is case-sensitive. This means that, for example, "Mypass" and "mypass" will not be recognized as the same password.

---

If you forget or lose your password, you will have to send your backup media to Peter Norton Computing, Inc., to have the password protection removed. Contact [Technical Support](#) for details.

{bmc nbwin2.bmp} **Device Driver Error**

When this error occurs, Norton Backup cannot find the VFINTD.386 device driver, or the driver is not listed in the Windows SYSTEM.INI file, or the device driver is the wrong version.

{bmc nbwin2.bmp} **Device Driver Error**

See Also

The high-speed controller or host adapter card connected to your tape drive is configured for an incorrect or conflicting DMA channel.

{bmc nbwin2.bmp} **Device Driver Error**

Norton Backup installs an updated Windows 3.1 version of the timer device driver. When this error occurs, it probably means you have installed Windows 3.0 after installing Norton Backup, which overwrites the newer device driver with the older version. To correct this problem, reinstall Norton Backup.



{bmc nbwin2.bmp} **Device Driver Error**

The tape device used during the current operation returned an error condition that Norton Backup does not recognize. If this message appears, please write down the circumstances of the error, then contact Technical Support.

**End of driver error messages**

{bmc nbwin2.bmp} **Partial Backup**

Contact Technical Support for more information.

{bmc nbwin2.bmp} **Device does not Support Volume Directory**

This tape was originally initialized with the Create Volume Directory option using a tape device that supported this option. The current device does not support this option. To restore the files on this tape, use a device of the original model or type. Otherwise, you must overwrite the tape.

{bmc nbwin2.bmp} **Incompatible Error Correction Code**

SCSI and QIC-02 tape devices can support two distinctly different methods of error correction code (ECC). One method is based on the drive's hardware design, the other on Norton Backup's internal software capabilities. The backup set on this tape was backed up on a tape device that supported one of the two options, but the current device supports only the opposite method.

To restore the files on this tape, use a device of the original model or type. Otherwise, you must overwrite the tape.

{bmc nbwin2.bmp} **The Tape is Full**

This tape does not have enough room to complete this operation. When you click Append, Norton Backup attempts to append the current backup set to the tape. To append a new backup set, there must be enough room to record a partition and backup set catalog. On SCSI and QIC-02 tape devices, the only way to determine if enough room remains is to attempt to record the information.

When this error occurs, you must overwrite the tape or use a different tape.

{bmc nbwin2.bmp} **Cannot Create Catalog**

You can complete the backup without creating a backup set catalog. However, to restore or compare the files, you must retrieve or rebuild the catalog from the backup media. These commands are available in the TapeTools menu using Norton Backup's step-by-step or advanced program level.

{bmc nbwin2.bmp} **Cannot Create Catalog**

Norton Backup was not able to create the master catalog file after the backup. Usually this condition means insufficient hard drive space. Remove unnecessary files from the hard drive and click Retry.

You can also complete the backup without creating a backup set catalog. However, to restore or compare the files, you must retrieve or rebuild the catalog from the backup media. These commands are available in the TapeTools menu using Norton Backup's step-by-step or advanced program level.



{bmc nbwin2.bmp} **Cannot Create Catalog**

You can complete the backup without creating a backup set catalog. However, to restore or compare the files, you must retrieve or rebuild the catalog from the backup media. These commands are available in the TapeTools menu using Norton Backup's step-by-step or advanced program level.

{bmc nbwin2.bmp} **Cannot Create Catalog**

Norton Backup was not able to create the master catalog file after the backup. Usually this condition means a full root directory, a locked file, or a lack of the network rights needed to create a file. This problem can also occur when your hard drive is faulty.

You can complete the backup without creating a backup set catalog. However, to restore or compare the files, you must retrieve or rebuild the catalog from the backup media. These commands are available in the TapeTools menu using Norton Backup's step-by-step or advanced program level.

{bmc nbwin2.bmp} **Invalid Catalog**

The backup set catalog on the current tape was created by another utility using an incompatible catalog format, or the catalog file has been corrupted and Norton Backup can no longer read its contents.

You can attempt to restore or compare the files on this tape by first using the retrieve or rebuild commands in the TapeTools menu to create a new catalog. The TapeTools menu is available only when using Norton Backup's step-by-step or advanced program level.

{bmc nbwin2.bmp} **Cannot Open Catalog**

This message is displayed when the catalog file, usually located on your hard drive, could not be opened. The problem has several potential causes. The file may be set as read-only, it may be on a network and locked, or there may be a problem with your hard drive.

Check to see if any of the above conditions apply. If the file is locked or read-only, change its attributes before the next backup session.

{bmc nbwin2.bmp} **File Error**

This message is displayed when Norton Backup attempts to restore a file in the backup set catalog to your hard drive. The problem has several potential causes. A file with the same name may exist on your hard drive and be set as read-only, it may be on a network and locked, or there may be a problem with your hard drive.

Check to see if any of the above conditions apply. If the file is locked or read-only, change its attributes before attempting to restore it again.

{bmc nbwin2.bmp} **Incompatible Format**

If the backup on the current tape was created by another utility, it has a format that is not MTF compatible. Click No and use another tape for this operation.

If you made the backup on this tape using Norton Backup and receive this message, the data has been corrupted and its contents cannot be determined. If you click Yes to overwrite the tape, QIC-40/80 tapes are reformatted, while tapes used in SCSI and QIC-02 drives are reinitialized.

{bmc nbwin2.bmp} **No Comclickion Available**

Norton Backup cannot locate the comclickion option selected for this backup set. This option is a library file (called a Windows Dynamic Link Library or DLL), which is stored on your hard drive when Norton Backup is first installed. It is now missing or not in its original directory. Norton Backup needs this file installed to decomclick the files in this backup set.

You must click Cancel, exit Norton Backup, run the install program again, then restore the files.

{bmc nbwin2.bmp} **Checksum Error**

When this error occurs, attempt to correct the problem using the actions outlined below:

- ◆ Reboot your computer system.
- ◆ Run Norton Backup without any other applications active in Windows.
- ◆ Clean the tape heads in the drive.
- ◆ Use a new tape.
- ◆ Highlight the device in the Configure window, click the Remove button, then click the Add button to reconfigure the device.

If this error continues to occur only with the currently installed tape, the tape media has been damaged. If this error continues to occur after the above steps have been taken, the drive is probably malfunctioning.



{bmc nbwin2.bmp} **Decryption Error**

Norton Backup cannot decrypt the information described in the message using the encryption key specified. Attempt the operation again, but make sure the key is entered correctly.

**NOTE:** Norton Backup encryption keys are case-sensitive. This means that "Mykey" and "mykey" will not be recognized as the same key.

---

**WARNING:** Do not forget or lose your key! Data that is encrypted cannot be restored *by any means* without the key.

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{bmc nbwin2.bmp} **Corrupted Data**

When this error occurs, try to correct the problem using the actions outlined below:

- ◆ Reboot your computer system.
- ◆ Run Norton Backup without any other applications active in Windows.
- ◆ Clean the tape heads in the drive.
- ◆ Use a new tape.
- ◆ Highlight the device in the Configure window, click the Remove button, then click the Add button to reconfigure the device.

If this error continues to occur only with the currently installed tape, the tape media has been damaged. If this error continues to occur after the above steps have been taken, the drive is probably malfunctioning.

{bmc nbwin2.bmp} **Installation Error**

During the installation of Norton Backup, your SYSTEM.INI file is changed.

Currently this change is not implemented. You may have reinstalled WINDOWS and overwritten the modified SYSTEM.INI file, or, you may have moved your copy of Norton Backup for Windows to another system which does not have the modified file. There are two ways to correct the problem:

- 1 Reinstall Norton Backup using your distribution diskettes.
- 2 Make the following changes directly to the [386 Enh] section of your SYSTEM.INI file using a text editor such as the Windows Notepad:

DEVICE=VFINTD.386

If you add the statement above in the [386 Enh] section of your SYSTEM.INI file, make sure that VFINTD.386 is in the subdirectory where Norton Backup is installed. If you continue to receive this message when the SYSTEM.INI file is correct, search for and delete copies of this file in other directories.

{bmc nbwin2.bmp} **Installation Error**

The VFINTD.386 device driver currently identified in your Windows SYSTEM.INI file is the wrong version. There are three ways to correct the problem:

- 1 Change your SYSTEM.INI file using a text editor, such as the WINDOWS Notepad. To change the file, find the entry below in the [386 Enh] section and edit the *directory path* to match the directory where Norton Backup is installed.  
DEVICE=*directory path*\VFINTD.386
- 2 Click OK for Norton Backup to make the changes to your SYSTEM.INI file automatically.
- 3 Reinstall Norton Backup using your distribution diskettes.

{bmc nbwin2.bmp} **Save SYSTEM.INI File**

This message confirms your decision to update the SYSTEM.INI file. When Norton Backup updates your SYSTEM.INI file, it saves the current version of SYSTEM.INI as SYSTEM.NBW before creating the new file. You can retrieve the old version of this file by renaming it later, if required.

{bmc nbwin2.bmp} **Duplicate SYSTEM.NBW File**

Norton Backup needs to rename your SYSTEM.INI file to SYSTEM.NBW, but a file with this name already exists. Verify that the file is no longer needed, then click OK to overwrite the file.

{bmc nbwin2.bmp} **SYSTEM.NBW File Error**

This error occurs when a file named SYSTEM.NBW already exists and has the read-only attribute. To complete this operation without saving the older version of your SYSTEM.INI file, click OK. Or click Cancel, remove the read-only attribute from SYSTEM.NBW, and start this operation again.

{bmc nbwin2.bmp} **SYSTEM.NBW File Error**

You win the prize for bad luck. A file error occurred while writing the SYSTEM.NBW file to your hard drive. Norton Backup attempts to restore your SYSTEM.INI file to the original version, but stuff happens. Click Ok, review your SYSTEM.INI file to ensure that it has not been lost or corrupted. Then do something nice for yourself; you've had a rough time.



{bmc nbwin2.bmp} **Restart Windows**

Your SYSTEM.INI file has been updated, but you must exit and restart Windows before using Norton Backup. Click OK to automatically exit and restart Windows. Click Cancel to close other applications, then exit Windows and restart manually.

{bmc nbwin2.bmp} **Invalid Time**

When entering a time period for the Retry For option, use this format: HH:MM, where HH is hours, and MM is minutes. Remember to include the colon (:) between the hours and minutes.

When entering a time limit for the Retry Until option, use this format: HH:MMxx, where HH is hours, MM is minutes, and xx is either am or pm. Remember to include the colon (:) between the hours and minutes. If your Windows environment is set to 24 hour time, you can enter the time without specifying am or pm. For example, 1:00 pm would be entered as 13:00.

{bmc nbwin2.bmp} **Restore NetWare Information Error**

The selection in the Restore To drop-down list box is not currently set to Original Locations. NetWare binderies, trustee, and extended file attributes may be restored only to the original server and volumes. To restore this information to a different computer, you must assign the computer the same name as the server in the backup set.

{bmc nbwin2.bmp} **Password Does Not Match**

You attempted to match an existing password that was previously saved in the setup file. Before you can change your password, you must enter the old one. The password that you entered does not match the password that was saved in the setup file.

To use the same password, enter the password correctly to verify it.

**NOTE:** Norton Backup password protection is case-sensitive. This means that "Mypass" and "mypass" are not recognized as the same password.

---

{bmc nbwin2.bmp} **Enter Password**

You have selected the Password protection option for this backup. Enter the password in the Password text box, then in the Confirm Password text box to verify it.

**NOTE:** Norton Backup password protection is case-sensitive. This means that "Mypass" and "mypass" are not recognized as the same password. If you decide you do not want to password protect this backup, you must choose Cancel, then turn off password protection in the Security Options category dialog box.

**WARNING:** Do not forget or lose your password! Data that is password-protected cannot be restored without the password.

---

{bmc nbwin2.bmp} **Incorrect Password**

In order to rebuild or retrieve a catalog from a password-protected backup set, the password must be entered. Make sure you type the password correctly.

**NOTE:** Norton Backup password protection is case-sensitive. This means that, for example, "Mypass" and "mypass" will not be recognized as the same password.

---

If you forget or lose your password, you will have to send your backup media to Peter Norton Computing, Inc., to have the password protection removed. Contact [Technical Support](#) for details.

{bmc nbwin2.bmp} **Change Tape Password**

If you use a SCSI or QIC-02 tape device, you can enter a new tape password or change an existing one using this dialog box.

**WARNING:** Do not forget or lose your password! Tapes that are password-protected cannot be accessed without the password.

---

- 1 If there is an existing password, enter it in the Old Password text box and click the **Enter** key. If no previous password exists, this box is inactive (grayed).
- 2 Enter the new password in the New Password text box and click the **Enter** key.
- 3 Confirm your new password by re-entering it in the Confirm New Password text box.
- 4 Click OK or click the **Enter** key.

**NOTE:** Norton Backup password protection is case-sensitive. This means that, for example, "Mypass" and "mypass" will not be recognized as the same password.

---

{bmc nbwin2.bmp} **Password Does Not Match**

As a precaution to help ensure that you remember and correctly enter your password, Norton Backup requires that you enter the password a second time to confirm. The password you entered the second time does not match the password entered the first time.

To use the same password, enter it correctly in the Confirm text box.

To use a different password, click the New text box and enter a new password, then confirm it.



{bmc nbwin2.bmp} **Change Backup Set Password**

You can enter a new backup set password or change an existing one using this dialog box.

**WARNING:** Do not forget or lose your password! Data that is password-protected cannot be restored without the password.

---

- 1 If there is an existing password, enter it in the Old Password text box and click the **Enter** key. If no previous password exists, this box is inactive (grayed).
- 2 Enter the new password in the New Password text box and click the **Enter** key.
- 3 Confirm your new password by re-entering it in the Confirm New Password text box.
- 4 Click OK or click the **Enter** key.

**NOTE:** Norton Backup password protection is case-sensitive. This means that, for example, "Mypass" and "mypass" will not be recognized as the same password.

---

{bmc nbwin2.bmp} **Passwords Do Not Match**

As a precaution to ensure you remember and correctly enter your password, Norton Backup requires that you enter the password a second time to confirm it. The password that you entered the second time does not match the password entered the first time.

To use the same password, enter the password correctly to confirm it. To use a different password, click the text box for the first password and enter a new one.

{bmc nbwin2.bmp} **No Password Entered**

When the Password Protect the Tape option in the backup security options dialog box is selected, you are prompted for a password before each backup.

This message is shown when you are prompted for the password, but choose not to enter one. To password protect the tape, choose No, then enter a password. Choose Yes to continue the backup without password protection.

You can enter a default password in the security options dialog box, which is automatically used. This permits password protection during automated backups, compares, and restores.

**NOTE:** Norton Backup password protection is case-sensitive. This means that, for example, "Mypass" and "mypass" will not be recognized as the same password.

---

If you decide you do not want to password protect this backup, you must choose Cancel, then turn off password protection in the Security options category dialog box.

**WARNING:** Do not forget or lose your password! Data that is password-protected cannot be restored without the password.

---

{bmc nbwin2.bmp} **Tape Passwords Do Not Match**

As a precaution to ensure you remember and correctly enter your password, Norton Backup requires that you enter the password a second time to confirm it. The password that you entered the second time does not match the password entered the first time.

To use the same password, enter the password correctly in the Confirm Password text box.

To use a different password, enter a new one in the Password text box, then enter it again in the Confirm Password text box.

**NOTE:** Norton Backup password protection is case-sensitive. This means that, for example, "Mypass" and "mypass" will not be recognized as the same password.

---

{bmc nbwin2.bmp} **Incorrect Tape Password**

The password you have entered is not the same as the password previously entered to protect this tape. If you forget or lose your password, you will have to send your backup media to Peter Norton Computing, Inc., to have the password protection removed. Contact [Technical Support](#) for details.

**NOTE:** Norton Backup password protection is case-sensitive. This means that, for example, "Mypass" and "mypass" will not be recognized as the same password.

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{bmc nbwin2.bmp} **Incorrect Backup Set Password**

The password you have entered is not the same as the password previously entered to protect this backup set. If you forget or lose your password, you will have to send your backup media to Peter Norton Computing, Inc., to have the password protection removed. Contact [Technical Support](#) for details.

**NOTE:** Norton Backup password protection is case-sensitive. This means that, for example, "Mypass" and "mypass" will not be recognized as the same password.

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{bmc nbwin2.bmp} **Device Password**

Contact [Technical Support](#) for more information.

{bmc nbwin2.bmp} **Password Error**

Contact [Technical Support](#) for more information.



{bmc nbwin2.bmp} **Same Tape Series**

Follow the directions to continue.

{bmc nbwin2.bmp} **Directory Does Not Exist**

A directory has been removed since Norton Backup has processed the drive information for the drive it resided on.

{bmc nbwin2.bmp} **Directory Does Not Exist**

A directory has been removed since Norton Backup has processed the drive information for the drive it resided on.

{bmc nbwin2.bmp} **NetWare Error**

Contact [Technical Support](#) for more information.

{bmc nbwin2.bmp} **Cannot Create Directory**

Contact [Technical Support](#) for more information.

{bmc nbwin2.bmp} **File Error**

Contact [Technical Support](#) for more information.

{bmc nbwin2.bmp} **End Of Tape Error**

Contact [Technical Support](#) for more information.

### **Overwrite DOS Diskette**

The diskette in the drive contains files. The partial file list shows some of the contents of the disk. You can overwrite this disk or use a different disk.



**Overwrite Backup Diskette**

The diskette in the drive contains backup data. You can overwrite this disk or use a different disk.

## **Backup Complete**

This dialog box shows the final statistics of the backup that just completed.

## **Compare Complete**

This dialog box shows the final statistics of the compare that just completed.

## **Restore Complete**

This dialog box shows the final statistics of the restore that just completed.

## **Temporary Restore Options**

This dialog box lets you change some of the restore options before the restore proceeds. These options are identical to those set in the Restore Options dialog box, except that these changes are only temporary and will not be stored in the setup file.

Choose OK after you have made the desired changes to the options. Choose Cancel to continue the restore without changing the option settings.

## **Create File**

The file shown in the message exists in the backup set, but not on your hard disk. Since the option Prompt Before Creating Files is selected, Norton Backup is letting you specify whether or not to create this file on your hard disk.

You can temporarily turn this prompt option off for the current directory by selecting "Disable 'Creation Prompt' for the remaining files in this directory." It is also possible to disable the option for the entire restore session by choosing the Options button and making the necessary change in the restore options dialog box that is displayed.

## **Overwrite File**

The file shown in the message exists in the backup set and on your hard disk. Since the option Prompt Before Overwriting Files is selected, Norton Backup is letting you specify whether to restore the file from the backup set, and overwrite the file on the hard disk, or skip this file and leave the file on the hard disk as it is.

You can temporarily turn this prompt option off for the current directory by choosing "Disable Overwrite Warning for the remaining files in this directory." It is also possible to disable the option for the entire restore session by choosing the Options button and making the necessary change in the restore options dialog box that is displayed.

## **Create Directory**

The directory shown in the message exists in the backup set, but not on your hard disk. Since the option Prompt Before Creating Directories is selected, Norton Backup lets you specify whether to create this directory on your hard disk. If the directory is not created, any files in the backup set that were backed up from this directory will not be restored.

It is possible to disable this prompt for the remainder of the restore session by making the necessary change in the restore options dialog box.



## ▣ **Specify Alternate Drive**

Since **Alternate Drives** is selected in the Restore To or Compare To drop-down list box, you need to specify the alternate drive. It is also possible to specify a path, rather than just a drive, under which the original directory structure will be restored or compared.

Original Drive shows the drive from which the files were originally backed up. Enter the alternate drive or path in the Alternate Drive (or path) text box.

For restores, you can change the Prompt Before Creating Directories and Prompt Before Creating Files restore options directly from this dialog box. These option changes are only temporary and will not be stored in the setup file.

You can view and temporarily change other option settings by choosing the Options button.

### **Drive (Path) Too Long**

The path that was entered in the Alternate Drive dialog box is too long. You can either specify a different, shorter path, or cancel the restore. You may want to create a substitute drive using the DOS SUBST command in order to shorten the path, then restart the restore. See your DOS documentation for details about using SUBST.

## ▢ **Specify Alternate Directory**

Since you selected Alternate Directories in the Restore To or Compare To drop-down list box, you can now specify the alternate directory for the files backed up from the original directory shown.

Enter the directory where the files are to be restored or compared in the Alternate Directory text box.

Checking the Include Subdirectories option will automatically restore or compare any subdirectories of the current directory below the alternate directory you specify.

For restores, you can change the Prompt Before Creating Directories and Prompt Before Creating Files restore options directly from this dialog box. These option changes are only temporary and will not be stored in the setup file.

You can view and temporarily change other option settings by choosing the Options button.

### **▣ Alternate Directory Too Long**

The path that was entered in the Alternate Directories dialog box is too long. You can either specify a different, shorter path, or cancel the restore. You may want to create a substitute drive using the DOS SUBST command in order to shorten the path, then restart the restore. See your DOS documentation for details about using SUBST.

## **Retrieve Catalog**

This dialog box shows the backup catalog you have selected to retrieve. You can stop the retrieve process by choosing the Cancel button.

## **Catalog Rebuild**

This dialog box shows the progress of the catalog rebuild.

**Rebuild Catalog:** Gives the name of the backup catalog that is being rebuilt.

**Reading Volume:** Gives the name of the backup component that is currently being read.

In the Rebuild Progress section of the screen the following statistical information is displayed:

**Volumes Read:** Shows the number of backup components that have been read so far.

**Directories Rebuilt:** Shows the number of directories for which the catalog information has been reconstructed.

**Files Rebuilt:** Shows the number of files for which the catalog information has been reconstructed.

Choose Cancel to stop the catalog rebuild.

Once the catalog is rebuilt, you can load the catalog and select files for restore and compare.

## ▢ Verify Password

The backup set or tape that you are attempting to access is password-protected. Type the correct password in the text box and click OK or press **Enter** to continue.

**NOTE:** Norton Backup passwords are case-sensitive. This means that, for example, "Mypass" and "mypass" will not be interpreted as the same password.

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If you lose or forget your password and need to restore the password-protected backup files, you will have to send your backup media to Peter Norton Computing to have the password protection removed. Contact [Technical Support](#) for details.

### **DMA/Video Conflict**

Your Norton Backup for Windows DMA Operation setting has been changed to Most Compatible because of an internal conflict between your computer's DMA and video display. The setting must remain at Most Compatible to run reliable backups, compares, and restores. You will not be able to change this setting as long as the conflict remains. This setting affects only the Norton Backup for Windows program.



## Backup Netware Information

When you click the NetWare button in the Backup window, this dialog box appears. Check the check boxes to backup bindery files, trustee rights, and network file attributes.

The following files and data are backed up for NetWare 286 networks:

- ◆ Bindery files, NET\$BIND.SYS and NET\$BVAL.SYS.
- ◆ Trustee rights for all directories.
- ◆ Network and extended file attributes for selected backup files.

The following files and data are backed up for NetWare 386 networks:

- ◆ Bindery files, NET\$OBJ.SYS, NET\$PROP, and NET\$VAL.SYS.
- ◆ Trustee rights for all directories and selected backup files.
- ◆ Network file attributes for selected backup files.

**NOTE:** Attributes and trustee rights for all directories are backed up. File attributes are backed up only for those files selected for backup.

---

## Restore Network Information

When you click the NetWare button in the Restore window, this dialog box appears. Click an X in the appropriate checkbox to select bindery files, trustee rights, and network file attributes to restore.

**NOTE:** When you restore the bindery, use the BINDFIX command at the SYS:SYSTEM prompt to update the bindery with any user changes that may have occurred since the backup. For more information, refer to the Novell NetWare Utilities Reference manual.

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## **Add Devices dialog box**

When you click Add in the Configure window this dialog box opens if any new devices are found.

Devices list box

Manual Add button



## **Manual Add Device dialog box**

If your newly-installed device was not found automatically after you click the Add button, click Manual Add to open this dialog box.

Device type drop-down list box



## **New Controller/Adapter Configuration dialog box**

This dialog box opens when you manually add a new QIC-40/80, Accutrak, QIC-02, or IDE device to Norton Backup.

Manufacturer drop-down list box

I/O Address drop-down list box

IRQ Level drop-down list box

DMA Channel drop-down list box

Hardware Compression drop-down list box

**NOTE:** The DMA Channel drop-down list box does not appear in the New IDE Controller/Adapter Configuration dialog box.

---



## **InfoServer Tape Drive Settings dialog box**

This dialog box opens when you manually add a new InfoServer device to Norton Backup.

Description text box

Server static text box

Device static text box

Model static text box

Enable Autochanger Support check box



## **New Floppy Drive Configuration dialog box**

This dialog box opens when you manually add a new floppy disk drive device to Norton Backup.

Drive Letter group box

Drive Capacity drop-down list box

Description text box



## **Compatibility Test dialog box**

This dialog box appears before Norton Backup performs a compatibility test. It allows you to either start or skip the compatibility test.

Start button

Skip button





## **Floppy Drive Settings dialog box**

Use this dialog box to change the description and DMA Operation of a floppy disk drive.

Description text box

DMA Operation drop-down list box



## **(QIC-40/80 Compatible) Tape Drive Settings dialog box**

Change the description and configuration of QIC-40/80 compatible devices.

Name text box

Description text box

### **Drive Settings group box**

I/O Port drop-down list box

IRQ drop-down list box

DMA Channel drop-down list box

### **Speed Settings group box**

DMA Operation drop-down list box

Transfer Rate drop-down list box



## **SCSI Drive Settings dialog box**

Change the description and configuration of SCSI devices.

Name text box

Description text box

Make/Model static text box

SCSI ID static text box

Drive Type static text box

ROM Version static text box

Enable Autochanger Support check box

Full SCSI Command Set check box

Fast Cancel check box

Adapter Name static text box

Adapter ID static text box

ASPI Manager static text box



## **Remote Tape Drive Settings dialog box**

Change the description or enable autochanger support on remote devices.

Description text box

Enable Autochanger Support check box



## **InfoServer Settings dialog box**

Change the description or enable autochanger support on InfoServers.

Description text box

Enable Autochanger Support check box



## **Open Setup File dialog box**

Opens and loads a new setup file.

File Name text box

Files list box

Directories list box

List Files of Type drop-down list box

Drives drop-down list box



## **Save Setup File As dialog box**

Saves a setup file.

File Name text box

Description text box

Files list box

Directories list box

List Files of Type drop-down list box

Drives drop-down list box



## **Delete Setup File dialog box**

Deletes a setup file. You cannot delete the current setup file.

File Name text box

Files list box

Directories list box

List Files of Type drop-down list box

Drives drop-down list box





## **Print Current Settings dialog box**

This dialog box prints the current setup file.

Print Mode group box

Setup button



## **Open Catalog dialog box**

Use this dialog to open a catalog for use in comparing or restoring files.

Catalog list box

Browse button

Directories list box

Drives drop-down list box

List Files of Type drop-down list box

File Name text box



## **Retrieve Catalog dialog box**

Use this dialog to retrieve a catalog for use in comparing or restoring files.

From drop-down list box



## **Rebuild Catalog dialog box**

Use this dialog to rebuild a catalog for use in comparing or restoring files.

From drop-down list box



## **Delete Catalog dialog box**

Use this dialog to remove a catalog that is no longer needed.

Catalog list box

Browse button

Directories list box

Drives drop-down list box

List Files of Type drop-down list box

File Name text box



## **Disk Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Automation Category options

Reports Category options



## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Automation Category options

Reports Category options



## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Automation Category options

Reports Category options





## **Disk Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options (restore only)

Automation Category options

Reports Category options



## **Tape Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options (restore only)

Automation Category options

Reports Category options

## **Secondary Options dialog box options**



## **Disk Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

#### **Data Compression group box**

Compression Type drop-down list box

Compression Priority drop-down list box

Overwrite Warning drop-down list box

Component Size drop-down list box

Always Format Diskettes check box

Proprietary Diskette Format check box

Audible Prompts (Beep) check box

Keep Old Backup Catalogs check box

Safeguards Category options

Security Category options

Automation Category options

Reports Category options



## **Disk Backup Options dialog box**

### Dialog Box Settings

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Password Protect Each Backup Set check box

Enter Password... button

Automation Category options

Reports Category options



## **Disk Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

#### **Safeguard Options group box**

Data Verification drop-down list box

Error Correction drop-down list box

Security Category options

Automation Category options

Reports Category options



## **Disk Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Automation Category options

#### **Program Automation group box**

Unattended Backup drop down list box

Quit After Backup check box

#### **Busy File Retry Options group box**

Do Not Retry option button

Retry For option button

hh:mm text box

Retry Until option button

hh:mm (am/pm) text box

Until Not Busy option button

Send Message To User Of Busy File (Netware 286 Only)

Reports Category options



## **Disk Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Automation Category options

Reports Category options

### **Report Sections group box**

Include Backup Options check box

Include Processed Files check box

Include Error Messages check box

Include Backup Statistics check box

Append Each Report to the Previous Report check box





## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

#### **Data Compression group box**

Compression Type drop-down list box

Compression Priority drop-down list box

Tape Overwrite/Append drop-down list box

Format Tape Before Backup check box

Store Copy of Catalog On Tape check box

Display Tape Directory Before Backup check box

Audible Prompts (Beep) check box

Keep Old Backup Catalogs check box

Safeguards Category options

Security Category options

Automation Category options

Reports Category options



## **Tape Backup Options dialog box**

### Dialog Box Settings

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Password Protect Each Backup Set check box

Enter Password... button

Automation Category options

Reports Category options



## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

#### **Safeguard Options group box**

Data Verification drop-down list box

Security Category options

Automation Category options

Reports Category options



## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Automation Category options

#### **Program Automation group box**

Unattended Backup drop down list box

Quit After Backup check box

#### **Busy File Retry Options group box**

Do Not Retry option button

Retry For option button

hh:mm text box

Retry Until option button

hh:mm (am/pm) text box

Until Not Busy option button

Send Message To User Of Busy File (Netware 286 Only)

Reports Category options



## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Automation Category options

Reports Category options

### **Report Sections group box**

Include Backup Options check box

Include Processed Files check box

Include Error Messages check box

Include Backup Statistics check box

Append Each Report to the Previous Report check box



## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

#### **Data Compression group box**

Compression Type drop-down list box

Compression Priority drop-down list box

Tape Overwrite/Append drop-down list box

Format Tape Before Backup check box

Store Copy of Catalog On Tape check box

Display Tape Directory Before Backup check box

Audible Prompts (Beep) check box

Keep Old Backup Catalogs check box

Safeguards Category options

Security Category options

Automation Category options

Reports Category options



## **Tape Backup Options dialog box**

### Dialog Box Settings

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

#### **Tape Security group box**

Tape Series Name text box

Tape Series Description text box

Allow Backups to This Tape Series Only check box

Password Protect Entire Tape Series check box

Enter Tape Password... button

Password Protect Each Backup Set check box

Enter Set Password... button

#### **Data Encryption group box**

Encryption Mode drop-down list box

Enter Key... button

Automation Category options

Reports Category options

Tape Password dialog box  
Backup Set Password dialog box  
Encryption Key dialog box





## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

#### **Safeguard Options group box**

Data Verification drop-down list box

Security Category options

Automation Category options

Reports Category options



## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Automation Category options

#### **Program Automation group box**

Unattended Backup drop down list box

Quit After Backup check box

#### **Busy File Retry Options group box**

Do Not Retry option button

Retry For option button

hh:mm text box

Retry Until option button

hh:mm (am/pm) text box

Until Not Busy option button

Send Message To User Of Busy File (Netware 286 Only)

Reports Category options



## **Tape Backup Options dialog box**

Use this dialog to set options that optimize the performance of your backup.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options

Security Category options

Automation Category options

Reports Category options

### **Report Sections group box**

Include Backup Options check box

Include Processed Files check box

Include Error Messages check box

Include Backup Statistics check box

Append Each Report to the Previous Report check box



## **Disk Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

#### **General Options group box**

Archive Flag drop-down list box

Audible Prompts (Beep) drop-down list box

Restore (or Compare) Empty Directories drop-down list box

Safeguards Category options (restore only)

Automation Category options

Reports Category options



## **Disk Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options (restore only)

#### **Safeguards Options group box**

Data Verification drop-down list box

Overwrite Files drop-down list box

Prompt Before Creating Directories check box

Prompt Before Creating Files check box

Prompt Before Overwriting Files check box

Automation Category options

Reports Category options



## **Disk Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options (restore only)

Automation Category options

#### **Program Automation group box**

Unattended Restore (or Compare) drop-down list box

Quit After Restore (or Compare) check box

Reports Category options



## **Disk Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options (restore only)

Automation Category options

Reports Category options

### **Report Sections group box**

Include Restore (or Compare) Options check box

Include Processed Files check box

Include Error Messages check box

Include Restore (or Compare) Statistics check box

Append Each Report to the Previous Report check box



## **Tape Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

#### **General Options group box**

Archive Flag drop-down list box

Audible Prompts (Beep) drop-down list box

Restore (or Compare) Empty Directories drop-down list box

Safeguards Category options (restore only)

Automation Category options

Reports Category options





## **Tape Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options (restore only)

#### **Safeguards Options group box**

Data Verification drop-down list box

Overwrite Files drop-down list box

Prompt Before Creating Directories check box

Prompt Before Creating Files check box

Prompt Before Overwriting Files check box

Automation Category options

Reports Category options



## **Tape Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options (restore only)

Automation Category options

### **Program Automation group box**

Unattended Restore (or Compare) drop-down list box

Quit After Restore (or Compare) check box

Reports Category options



## **Tape Restore (or Compare) Options dialog box**

Use this dialog to set options that optimize the performance of your restore or compare.

Speed button

Safety button

Default button

### **Settings button**

General Category options

Safeguards Category options (restore only)

Automation Category options

Reports Category options

### **Report Sections group box**

Include Restore (or Compare) Options check box

Include Processed Files check box

Include Error Messages check box

Include Restore (or Compare) Statistics check box

Append Each Report to the Previous Report check box



## **Display Options dialog box**

Use this dialog box to determine how files are displayed and what files are displayed.

### **Detail group box**

Size check box

Date check box

Time check box

Attributes check box

### **Sort Files By check box**

Name option button

Type option button

Size option button

Date option button

Attributes option button

### **Other group box**

Group Selected Files check box

Show Directories Above Files check box

File Filter text box



## **Show File Versions dialog box**

If you have multiple versions of the same file in your backup cycle you can select the version you wish to compare or restore here.

Select the file version to be compared (or restored) list box



## **Include/Exclude Files dialog box**

This dialog box is the backbone of selecting files. It allows you specify which files to backup, compare, or restore, and which files you do not wish to include. It also provides the additionally functionality of including subdirectories, even if they have not been created yet.

Include/Exclude List list box

### **Add/Insert group box**

Path text box

File text box

Include All Subdirectories check box

Include option button

Exclude option button

Done button

Delete button

Edit button

Add button

Insert button



## **Special Selections dialog box**

Use this dialog box to include or exclude files on less common criteria than that used in the [Include/Exclude Files dialog box](#). The selections in this dialog box only affect files that are selected.

### **Backup Files In Date Range group box**

[Apply Range check box](#)

[From text box](#)

[To text box](#)

[Exclude Copy Protected Files check box](#)

[Five Exclude Copy Protected Files text boxes](#)

[Exclude Read-Only Files check box](#)

[Exclude System Files check box](#)

[Exclude Hidden Files check box](#)



## **Print File List dialog box**

This dialog box will print a list of selected files.

### **Print Source group box**

Print Data For Current Drive option button

Print Data For All Drive option button

### **Print Mode group box**

Graphics option button

Text option button

Print To File check box

File Name text box

Setup button





## **Backup Set Password dialog box**

Used to assign a password.

Old Password text box

New Password text box

Retype New Password text box



## **Tape Password dialog box**

Used to assign a password.

Old Password text box

New Password text box

Retype New Password text box



## **Encryption Key dialog box**

Used to assign an encryption key.

Old Key text box

New Key text box

Retype New Key text box



## **Tape Directory dialog box**

Lists information about the contents of the tape in the currently selected device.

Tape Name static text box

Tape Type static text box

Volumes static text box

Available Bytes static text box

Tape Bytes Used static text box

Total Data on Tape static text box

Tape Directory list box

View Another Tape button



## **Erase Tape Directory dialog box**

Lists information about the contents of the tape in the currently selected device.

Tape Directory list box



## **Security Erase dialog box**

Lists information about the contents of the tape in the currently selected device.

Tape Directory list box



## **Delete Tape Volumes dialog box**

Lists information about the contents of the tape in the currently selected device.

Tape Directory list box



## **Tape Label dialog box**

Allows you to assign a descriptive name to a tape. This can make the tape easier to identify later.

Enter a name for this tape text box





## **Tape Status dialog box**

This dialog box appears for tape operations that require more time than most. Examples of such tape operations are formatting and security erasing tapes.

Complete progress indicator

Tape Status text box

Time Remaining text box



## Sharing Device dialog box

This dialog box keeps track of the status and operations being performed on your tape drive by network users.

Device being shared static text box

Share name static text box

Usage Log list box

Log File static text box

Status static text box

Stop Sharing button



## **Backup Progress dialog box**

This dialog box provides information about the current state of your backup.

Now Backing Up text box

Drive text box

Path text box

Complete text box

Volumes (Actual) text box

Files (Estimated) text box

Files (Actual) text box

Bytes (Estimated) text box

Bytes (Actual) text box

Time (Actual) text box

Setup text box

Catalog text box

Session text box

Backup Time text box

Your Time text box

Compression text box

### **Settings button**

Error Correction text box

Overwrite Warning text box

Compression text box

Verification text box



## **Backup Progress dialog box**

This dialog box provides information about the current state of your backup.

Now Backing Up text box

Drive A: text box

Drive B: text box

Complete text box

Disks (Estimated) text box

Disks (Actual) text box

Files (Estimated) text box

Files (Actual) text box

Bytes (Estimated) text box

Bytes (Actual) text box

Time (Estimated) text box

Time (Actual) text box

Setup text box

Catalog text box

Session text box

Backup Time text box

Your Time text box

Compression text box

### **Settings button**

Error Correction text box

Overwrite Warning text box

Compression text box

Verification text box



## **Tape Backup Progress dialog box**

This dialog box provides information about the current state of your backup.

Now Backing Up text box

Complete text box

Tape Capacity text box

Tape Status text box

Tapes (Estimated) text box

Tapes (Actual) text box

Files (Estimated) text box

Files (Actual) text box

Bytes (Estimated) text box

Bytes (Actual) text box

Time (Estimated) text box

Time (Actual) text box

Setup text box

Catalog text box

Session text box

Backup Time text box

Your Time text box

Compression text box

### **Settings button**

Data Verification text box

Compression text box

Overwrite/Append text box



## **Compare Progress dialog box**

This dialog box provides information about the current state of your compare.

Now Comparing text box

Drive A: text box

Drive B: text box

Complete text box

Disks (Actual) text box

Files (Estimated) text box

Files (Actual) text box

Bytes (Estimated) text box

Bytes (Actual) text box

Time (Actual) text box

Setup text box

Catalog text box

Session text box

Compare Time text box

Your Time text box

Corrections text box



## **Compare Progress dialog box**

This dialog box provides information about the current state of your compare.

Now Comparing text box

Drive text box

Path text box

Complete text box

Files (Estimated) text box

Files (Actual) text box

Bytes (Estimated) text box

Bytes (Actual) text box

Time (Actual) text box

Setup text box

Catalog text box

Session text box

Compare Time text box

Your Time text box

Corrections text box



## **Tape Compare Progress dialog box**

This dialog box provides information about the current state of your compare.

Now Comparing text box

Complete text box

Tape Status text box

Tapes (Actual) text box

Files (Estimated) text box

Files (Actual) text box

Bytes (Estimated) text box

Bytes (Actual) text box

Time (Actual) text box

Setup text box

Catalog text box

Session text box

Compare Time text box

Your Time text box

Corrections text box





## **Tape Restore Progress dialog box**

This dialog box provides information about the current state of your restore.

Now Restoring To text box

Complete text box

Tape Status text box

Tapes (Actual) text box

Files (Estimated) text box

Files (Actual) text box

Bytes (Estimated) text box

Bytes (Actual) text box

Time (Actual) text box

Setup text box

Catalog text box

Session text box

Restore Time text box

Your Time text box

Corrections text box

**Settings button**

Restore To text box

Overwrite Files text box

Archive Flag text box



## **Restore Progress dialog box**

This dialog box provides information about the current state of your restore.

Now Restoring To text box

Drive text box

Path text box

Complete text box

Volumes (Actual) text box

Files (Estimated) text box

Files (Actual) text box

Bytes (Estimated) text box

Bytes (Actual) text box

Time (Actual) text box

Setup text box

Catalog text box

Session text box

Restore Time text box

Your Time text box

Corrections text box

### **Settings button**

Data Verification text box

Overwrite Warning text box

Archive Flag text box



## **Restore Progress dialog box**

This dialog box provides information about the current state of your restore.

Now Restoring To text box

Drive A: text box

Drive B: text box

Complete text box

Disks (Actual) text box

Files (Estimated) text box

Files (Actual) text box

Bytes (Estimated) text box

Bytes (Actual) text box

Time (Actual) text box

Setup text box

Catalog text box

Session text box

Restore Time text box

Your Time text box

Corrections text box

### **Settings button**

Data Verification text box

Overwrite Warning text box

Archive Flag text box



## **Norton Backup (backup description) dialog box**

Allows you to give your backup a description that relates to the information it contains.

Description text box

Always use this description (Don't prompt) check box



## **Backup (or Compare or Restore) Drive Selection Information dialog box**

Provides information about the currently selected drive and the files and directories on it.

Drive static text box

Total Files static text box

Selected Files static text box

Files to be Backed Up



## **Backup (or Compare or Restore) Directory Selection Information dialog box**

Provides information about the currently selected directory and the files in it.

Directory static text box

Created On static text box

Total Files static text box

Selected Files static text box

Backup (or Compare or Restore) Files static text box



## **Backup (or Compare or Restore) File Selection Information dialog box**

Provides information on the currently selected file.

File static text box

Status static text box

### **The state of some devices has changed dialog box**

This dialog box is displayed if the state of any previously detected and configured device has changed.

device is no longer detected on your system list box

device has been re-detected on your system list box





## **Exit Norton Backup dialog box**

This dialog box only appears when you are leaving Norton Backup and you have changed settings or your configuration and not saved them.

Save Configuration check box

Save Settings in check box



## **Initialize Tape As dialog box**

When you initialize a SCSI tape you must provide a name for the tape. This dialog box allows you to assign a name and view and change other settings.

Tape Name text box

Description text box

Password Protect Entire Tape Series check box

Tape Series Password text box

Confirm Tape Series Password text box

Quick File Access (QFA) check box

### **Compression Type drop-down list box**

Lists the valid types of compression you can use for a backup.

- ◆ **Off** indicates that no compression is used.
- ◆ **Norton Low** compresses as much as possible with a minimum speed reduction. On slower systems, there is some increase in total backup time, but on faster systems the speed actually increases with results comparable to the Save Time setting.
- ◆ **Norton High** results in the highest level of compression and saves the most space. Since this high level of compression usually increases total backup time, select this setting if your primary need is to conserve space.
- ◆ **Microsoft Low** uses Microsoft-compatible compression to compress as much as possible with a minimum speed reduction. On slower systems, there is some increase in total backup time, but on fast computers the speed actually increases with results comparable to the Save Time settings. This compression option is not available when backing up to QIC-40/80 tape drives.
- ◆ **Hardware Compression** uses the tape drive's compression chip to compress data. This compression option is only available when backing up to tape drives that support hardware compression.

**Compression Priority drop-down list box**

The value you select here determines what Norton Backup should concentrate on most while performing a backup: saving space on the backup media or saving time to complete the backup.

- ◆ **Save Space** uses as much time as necessary to achieve the highest level of data compression.
- ◆ **Save Time** uses any lag time between read and write operations to compress data. The compressed data occupies less space, so it takes less time to write. The faster the computer, the more time and space saved.

### **Overwrite Warning drop-down list box**

Determines if Norton Backup notifies you if a disk needs to be overwritten based on its format.

- ◆ **Off** overwrites any used disk without prompting for confirmation. Use caution with this setting.
- ◆ **DOS Diskettes** gives a warning when you insert a DOS diskette containing data.
- ◆ **Backup Diskettes** gives a warning if you insert a diskette that is part of a backup set created with Norton Backup.
- ◆ **Any Used Diskette** gives a warning if you insert any DOS or backup diskette containing data.

### **Component Size drop-down list box**

Lists valid diskette sizes that can be specified when backing up to a DOS path. When this drop-down list box is enabled you can specify a diskette size so you can copy the backup from a DOS path to diskette.

- ◆ **Best Fit** creates backup files of the necessary length to store the data. Use this choice if you keep your backup files on a hard disk or network drive and do not intend to copy them to diskettes.
- ◆ **360K, 720K, 1.2 MB, 1.44 MB** limits the component size of the backup file. For example, if you select 1.44 MB, each backup file contains exactly the same data it would have contained had you originally backed up to a 1.44 MB diskette. This is especially convenient if you plan to copy the component files to diskettes after completing the backup to distribute the data to other users.

When using a diskette drive for backups this drop-down list box is automatically set to Best Fit.

**Always Format Diskettes check box**

When checked, forces Norton Backup to format diskettes. Norton Backup formats all diskettes even if they are already formatted.

**Proprietary Diskette Format check box**

When checked, allows Norton Backup to use its own proprietary format. When you use proprietary diskette format, Norton Backup is able to backup, compare and restore more quickly.

The first time you use proprietary diskette format on a diskette, the backup is actually slightly slower than normal. Norton Backup is placing the proprietary diskette format on the diskette.



**Audible Prompts (Beep) check box**

When checked, Norton Backup beeps when you need to take an action or verify a choice, or an error condition occurs.

**Keep Old Backup Catalogs check box**

When checked, Norton Backup keeps old backup catalogs on the hard disks even after you make a full backup. Use this option to archive or keep several full backup sets so you can restore files without having to retrieve or rebuild catalogs from the backup set.

If this option is not checked, Norton Backup deletes the backup catalogs from the previous cycle when you make a full backup to start a new backup cycle.

**Password Protect Each Backup Set check box**

When checked, Norton Backup asks you to specify and confirm a Password when you start a backup. Or, you can specify the password here when you click Enter Password.

**Enter Password... button**

This button opens the Backup Set Password dialog box.

### **Data Verification drop-down list box**

Use this option to ensure the integrity of your data. Data verification protects against making backups to bad media.

Data verification identifies problems with backup media, disk drive, tape drive, or controller. It cannot detect problems that occur when transferring data from the hard disk to the data buffer before it is written to the backup media. Compare files after you complete the backup to detect differences between the data on the hard disk and data in the backup set.

- ◆ **Off** turns data verification off entirely.
- ◆ **Sample Only** reads every eighth track on a diskette written to the backup set.
- ◆ **Read and Compare** reads all data written to the backup set and then compares it with the data in memory.
- ◆ **Compare After Backup** reads the data from the backup set and compares it with the data on the hard disk after the backup.

### **Error Correction drop-down list box**

Using error correction increases your success rate if you have to restore backup data from a damaged diskette backup set. Diskette backup sets can be damaged by writing data to defective areas on a disk or by physical damage to the disk after the backup. Diskette damage is common, so using error correction is highly recommended.

- ◆ **Off** turns error correction off entirely.
- ◆ **Standard** provides the standard level of error correction, which uses two sectors per cylinder for error correcting code (ECC).
- ◆ **Enhanced** provides the enhanced level of error correction, which uses four sectors per cylinder for ECC.

**Unattended Backup (or Restore or Compare) drop down list box**

Norton Backup supplies predetermined responses to prompts. For data safety, the predetermined responses prevent Norton Backup from writing to defective media, or from continuing if an overwrite warning is issued. In these cases the backup (or restore or compare) stops.

- ◆ **Off** disables predetermined responses.
- ◆ **1 Second Delay** immediately supplies a predetermined response.
- ◆ **5, 15, or 60 Second Delay** waits the specified time before supplying a predetermined response.

**Quit After Backup (or Restore or Compare) check box**

When checked, Norton Backup exits when the backup finishes.



**Do Not Retry option button**

Directs Norton Backup to skip a busy file without retrying. The backup continues immediately with the next file.

**Retry For option button**

Indicates to use the time limit specified in the hh:mm text box to retry each busy file before skipping it and continuing with the next file.

**hh:mm text box**

Lets you specify a time limit in hours and minutes.

**Retry Until option button**

Indicates to wait until the time specified in the hh\_mm (am/pm) text box before skipping the busy file.

**hh:mm (am/pm) text box**

Lets you specify a time of day.

**Until Not Busy option button**

Directs Norton Backup to keep trying to access a busy file until it is no longer busy.

**Send Message To User Of Busy File (NetWare 286 Only) check box**

When checked, Norton Backup sends a message to the user of a busy network file during backup. The message informs the user that Norton Backup is trying to access the file and requests the user to close the file for backup. The message is sent only on a NetWare 286 network.

**Include Backup Options check box**

When checked, Norton Backup includes information about the backup options selected for the backup in the report.



**Include Processed Files check box**

When checked, Norton Backup includes a listing, organized by path, of each processed file with its size in bytes, last modified date and time, attributes set, and the number of tapes or diskettes on which it is located, in the report.

**Include Error Messages check box**

When checked, Norton Backup includes a list of the error messages that occurred during backup in the report.

**Include Backup Statistics check box**

When checked, Norton Backup includes a copy of information shown on the screen during the backup, such as the date and time the backup was completed, the user time, estimated and actual total backup time, and estimated and actual number of processed files, in the report.

**Append Each Report to the Previous Report check box**

When checked, Norton Backup appends each new report to the previous one(s). To keep only the most recent report do not check this option.

### **Tape Overwrite/Append drop-down list box**

Specifies whether you want to overwrite existing data on the tape.

- ◆ **Always Append** never overwrites existing backup sets. It writes the current backup after any existing backups on the tape.
- ◆ **Always Overwrite** writes over existing backup sets on the tape. This setting may save time by writing the backup data at the beginning of the tape.
- ◆ **Overwrite On Full** writes over existing backup sets only during a full backup. Partial backups are appended to the existing backups.

**Format Tape Before Backup check box**

When checked, Norton Backup formats a tape before a backup unless you are using an Accutrak tape, which must be preformatted. This option ensures that an unattended backup completes even when you insert an unformatted tape. Otherwise, an unformatted tape halts the unattended backup.

**TIP:** If you are not making unattended backups, uncheck this check box so you do not spend unnecessary time formatting tapes or accidentally format and overwrite a tape.

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**Store Copy of Catalog On Tape check box**

When checked, Norton Backup writes a copy of the catalog to the tape. Norton Backup always stores a copy on the hard disk, whether or not you check this option.

Writing the backup catalog to the tape slightly increases the time and space required for the backup. However, it can reduce the compare or restore time later if the catalog is no longer on the hard disk and you must retrieve or rebuild it.

**Display Tape Directory Before Backup check box**

When checked, Norton Backup displays a directory listing of the tape before the backup begins. You can then confirm that you want to back up to the inserted tape, and append to or overwrite the data on it, or you can insert another tape.



**Tape Series Name text box**

Gives a descriptive name to identify a SCSI tape's family, or sequence, as the default. SCSI tapes must have a name before you can back up to them. When you make a backup, use a different descriptive name for each SCSI tape family to help you identify your backups.

**Tape Series Description text box**  
Describes the contents of the tape.

**Allow Backups to This Tape Series Only check box**

When checked, Norton Backup allows only backups to be written to the tape.

**Password Protect Entire Tape Series check box**

When checked, Norton Backup asks you to specify and confirm a Password when you access this tape when checked. Or, you can specify a password here when you click [Enter Tape Password....](#)

**Enter Tape Password... button**

Click this button to open the Tape Password dialog box.

### **Encryption Mode drop-down list box**

When you select an encryption type, Norton Backup encrypts the data written to the tape using a key you supply.

- ◆ **Off** does not use any encryption.
- ◆ **Norton Fast** uses a software implemented encryption algorithm.

**Enter Key... button**

Click this button to open the Encryption Key dialog box.

### **Archive Flag drop-down list box**

Specifies whether to change the archive flag when a file is restored to the hard disk. If the archive flag is marked as backed up, the next partial backup does not include the restored file.

- ◆ **Leave Alone** does not change the archive flag
- ◆ **Mark As Backed Up** sets the archive flag to indicate the file has been backed up. The restored files are not backed up unless you make a full backup next.
- ◆ **Mark As Not Backed Up** sets the archive flag to not backed up. All restored files are backed up in the next partial or full backup.



**Restore (or Compare) Empty Directories check box**

When checked, Norton Backup restores empty directories. When restoring to alternate drives or directories, you can temporarily disable this option.

**Data Verification drop-down list box**

Reads some or all of the restored data from the hard disk and verifies it against the data on the backup media. If you are using a hard disk caching program, disable it for proper verification. Otherwise, Norton Backup may read the data from the cache, not from the backup media.

- ◆ **Off** does not read back any restored data.
- ◆ **Sample Only** reads back some restored data.
- ◆ **Read and Compare** reads back all restored data.

### **Overwrite Files drop-down list box**

Specifies whether to overwrite existing files with the same name.

- ◆ **Never Overwrite** does not restore a file if a file with exactly the same name (drive, directory, and filename) already exists on the hard disk.
- ◆ **Older Files Only** restores the file only if it has a more recent date than the file already on the hard disk.
- ◆ **Always Overwrite** restores every file to the hard disk, regardless of the creation date or files with the same name.

**Prompt Before Creating Directories check box**

When checked, a dialog box appears if Norton Backup needs to create a directory on the hard disk. Otherwise, Norton Backup automatically creates the directory. When restoring to alternate drives or directories, you can temporarily disable the prompt on the dialog box where you enter the drive or directory name.

**Prompt Before Creating Files check box**

When checked, a dialog box appears before Norton Backup restores each file that does not exist on the destination drive. When restoring to alternate drives or directories, you can temporarily disable the prompt on the dialog box where you enter the drive or directory name.

**Prompt Before Overwriting Files check box**

When checked, a dialog box gives you the option to overwrite the file. When restoring to alternate drives or directories, you can temporarily disable the prompt by clicking the Options... button on the dialog box where you enter the drive or directory name.

**Include Restore (or Compare) Options check box**

When checked, Norton Backup includes the restore options used in the report.

**Include Restore (or Compare) Statistics check box**

When checked, Norton Backup includes the elapsed time and file count in the report.



**Size check box**

When checked, Norton Backup displays the file size (in bytes) of each file in the Select Files window.

**Date check box**

When checked, Norton Backup displays the date each file was last modified in the Select Files window.

**Time check box**

When checked, Norton Backup displays the time of day that each file was last modified in the Select Files window.

**Attributes check box**

When checked, Norton Backup displays the attributes of each file in the Select Files window.

**Name option button**

When selected, Norton Backup sorts files by their name in the Select Files window.

**Type option button**

When selected, Norton Backup sorts files by their extensions in the Select Files window.

**Size option button**

When selected, Norton Backup sorts files by their size in the Select Files window.

**Date option button**

When selected, Norton Backup sorts files by their date in the Select Files window.



**Attributes option button**

When selected, Norton Backup sorts files by their attributes in the Select Files window.

**Group Selected Files check box**

When checked, Norton Backup places the files that have been selected for backup at the top of the file pane.

**Show Directories Above Files check box**

When checked, Norton Backup splits the directory and file panes horizontally instead of vertically.

**File Filter text box**

Only displays files that meet the file specification given in the file pane.

**Include/Exclude List list box**

Lists the path and file specifications that Norton Backup uses to automatically select (or deselect) files.

**Path text box**

Specifies the path to the files about to be added to the Include/Exclude list box.

**File text box**

Specifies the files about to be added to the Include/Exclude list box.

**Include All Subdirectories check box**

When checked, all subdirectories under the directory specified in the Path text box that match the file specification in the File text box are selected (or deselected).



**Include option button**

This indicates that the information in the Path text box and File text box are added to the Include/Exclude List list box as files to include when the Add button is clicked.

**Exclude option button**

This indicates that the information in the Path text box and File text box are added to the Include/Exclude List list box as files to exclude when the Add button is clicked.

**Done button**

Click this button when you are finished adding information to the Include/Exclude List list box.

**Delete button**

Click this button to remove a highlighted entry in the Include/Exclude List list box.

**Edit button**

Click this button to edit a highlighted entry in the Include/Exclude List list box.

**Add button**

Click this button to add the information contained in the Path and File text boxes to the end of the Include/Exclude List list box.

**Insert button**

Click this button to insert the information contained in the Path and File text boxes after the currently highlighted entry in the Include/Exclude List list box.

**Apply Range check box**

When checked, all files that do not fall within the date range are excluded. This means that files that fall within the date range *and* are selected are included.



**From text box**

Specifies a starting date in the date range used when the Apply Range check box is checked. The date is of the format **mm/dd/yy** where **mm** is the month, **dd** is the day, and **yy** is the year.

**To text box**

Specifies a ending date in the date range used when the Apply Range check box is checked. The date is of the format **mm/dd/yy** where **mm** is the month, **dd** is the day, and **yy** is the year.

**Exclude Copy Protected Files check box**

When checked, the files listed in the Five Exclude Copy Protected Files text boxes are excluded.

**Five Exclude Copy Protected Files text boxes**

These five text boxes appear to the right of the Exclude Copy Protected Files check box and specify files that are copy protected and therefore not included in the file selections.

**Exclude Read-Only Files check box**

When checked, files with the read-only attribute set are excluded.

**Exclude System Files check box**

When checked, files with the system attribute set are excluded.

**Exclude Hidden Files check box**

When checked, files with the hidden attribute set are excluded.

**Print Data For Current Drive option button**

When selected, Norton Backup prints filenames on the currently selected drive only.



**Print Data For All Drive option button**

When selected, Norton Backup prints filenames on all drives.

**Graphics option button**

Select this option button if you are using a relatively fast printer (such as a laser printer).

**Text option button**

Select this option button if you are using a relatively slow printer (such as a dot-matrix printer).

**Print To File check box**

When checked, the file list is printed to a file instead of a printer.

**File Name text box**

Specifies the filename used when Print To File is checked.

**Setup button**

Opens the standard Windows Print Setup dialog box for your printer.

**Old Password text box**

Specifies the previous password (if any) used for a backup set or tape. When typing in this text box an asterik (\*) is displayed for each character typed. This prevents others from viewing your password.

**New Password text box**

Specifies the new password to use for a backup set or tape. When typing in this text box an asterik (\*) is displayed for each character typed. This prevents others from viewing your password.



**Retype New Password text box**

Verifies your new password by comparing what you type here to the New Password text box. This ensures that you have typed your password correctly.

When typing in this text box an asterik (\*) is displayed for each character typed. This prevents others from viewing your password.

**Old Key text box**

Specifies the previous encryption key (if any) used for a backup set. When typing in this text box an asterik (\*) is displayed for each character typed. This prevents others from viewing your encryption key.

**New Key text box**

Specifies the new encryption key to use for a backup set or tape. When typing in this text box an asterik (\*) is displayed for each character typed. This prevents others from viewing your encryption key.

**Retype New Key text box**

Verifies your new encryption key by comparing what you type here to the New Key text box. This ensures that you have typed your encryption key correctly.

When typing in this text box an asterik (\*) is displayed for each character typed. This prevents others from viewing your encryption key.

**Tape Directory dialog box**

**Tape Name static text box**

Indicates the name that has been given to the tape.

**Tape Type static text box**

Indicates the type of tape in the device (for example, QIC-40 and QIC-80).

**Volumes static text box**

Indicates the number of volumes on the tape.



**Available Bytes static text box**

Indicates the space (in bytes) left on the tape for additional backups.

**Tape Bytes Used static text box**

Indicates the space (in bytes) used by data already on the tape.

**Total Data on Tape static text box**

Indicates the amount (in bytes) of data stored on tape. This amount reflects the uncompressed size of the data which means this value can be considerably larger than Tape Bytes Used static text box.

**Tape Directory list box**

Lists the volumes that currently reside on the tape.

**View Another Tape button**

Click this button if you want to insert another tape and view its directory.

**Tape Label dialog box**

**Enter a name for this tape text box**

Indicates the name used to indentify a tape.

## Format Tape dialog box



**Complete progress indicator**

Indicates how much of the current operation is complete with a graphic bar and text stating the percent done.

**Tape Status text box**

Indicates the current operation being performed on the tape.

**Time Remaining text box**

Indicates how much longer before the format operation is complete.

## Sharing Device dialog box

**Device being shared static text box**

Indicates the type of device being shared (for example, QIC-40 Tape or QIC-80 Tape).

**Share name static text box**

Indicates the name of the device that network users see.

**Usage Log list box**

Lists the operations performed on the device since sharing began.

**Log File static text box**

Indicates the name of the log file being used (if any) to store information on the operations performed on the device by network users.



**Status static text box**

Indicates whether the device is in use or idle.

**Stop Sharing button**

Click this button to quit sharing your device on your network with other users.

**Exit (??) dialog box**

**Save Configuration check box**

When checked, Norton Backup saves the current device configuration to file. This allows you to use the same devices the next time you use Norton Backup.

**Save Settings In check box**

When checked, Norton Backup saves the settings in use to the current setup file.

## **Backup Progress dialog box**

**Now Backing Up text box**

Indicates the directory currently being backed up.

**Drive text box**

Indicates the drive being used to store the backup.



**Path text box**

Indicates the path to the backup.

**Volumes (Actual) text box**

Indicates how many volumes have been read or written to during a backup, compare, or restore.

**Setup text box**

Indicates the name of the current setup file.

**Catalog text box**

Indicates the name of the master catalog that the session catalog is added to.

**Session text box**

Indicates the name of the catalog being used for the current backup, compare, or restore.

**Backup Time text box**

Indicates the actual time the computer has used for the backup.

**Your Time text box**

Indicates the amount of time Norton Backup has been idle during a backup, compare, or restore. Norton Backup is idle when it waits for you to respond to message.

**Compression text box**

Indicates the rate that files are being compressed using a ratio. For example:

- ◆ A ratio of 2:1 indicates that the information is being stored in half as much space as no compression.
- ◆ A ratio of 3:1 indicates that the information is being stored in one third as much space.
- ◆ A ratio of 1:1 indicates that the information is not being compressed or cannot be compressed.



**Settings button**

**Error Correction text box**

Indicates the type of error correction being used. This value can be:

- ◆ **Off** which means error correction is off entirely.
- ◆ **Standard** which means the standard level of error correction, which uses two sectors per cylinder for error correcting code (ECC), is in use.
- ◆ **Enhanced** which means the enhanced level of error correction, which uses four sectors per cylinder for ECC, is in use.

**Overwrite Warning text box**

Indicates if an overwrite warning is given.

**Compression text box**

Indicates what kind of compression is being used. Values for this text box can be Off, Norton Low, Norton High, Microsoft Low.

**Verification text box**

Indicates what kind of data verification is being used. Data verification identifies problems with the backup media, disk drive, tape drive, or controller. It cannot detect problems that occur when transferring data from the hard disk to the data buffer before it is written to the backup media.

Values for this text box can be:

- ◆ **Off** which means data verification is off entirely.
- ◆ **Sample Only** which means every eighth track is read on a diskette after being written.
- ◆ **Read and Compare** which means all data written to the backup set and is compared with the data in memory.
- ◆ **Compare After Backup** which means the data from the backup set is compared with the data on the hard disk after the backup.

## Backup Progress dialog box

**Drive A: progress indicator**

Indicates how much of the data has been read from or written to drive A: with a graphic bar and text stating the percent done.

**Drive B: progress indicator**

Indicates how much of the data has been read from or written to drive B: with a graphic bar and text stating the percent done.



**Disks (Estimated) text box**

Indicates an estimate of the number of disks required to store the backup.

**Disks (Actual) text box**

Indicates the number of disks used for a backup, compare, or restore.

**Files (Estimated) text box**

Indicates an estimate of the number of files to be backed up, restored, or compared. If a file has not changed since the last backup this value may not match the actual value.

**Files (Actual) text box**

Indicates the number of files backed up, compared, or restored.

**Bytes (Estimated) text box**

Indicates an estimate of the number of bytes to be backed up, restored, or compared.

**Bytes (Actual) text box**

Indicates the number of bytes to be backed up, restored, or compared.

**Time (Estimated) text box**

Indicates an estimate of how long a back up, compare, or restore of a backup set may take.

**Time (Actual) text box**

Indicates how long the back up, compare, or restore a backup set has taken.



## **Tape Backup Progress dialog box**

**Tape Capacity text box**

Indicates how much of the data has been read from or written to a tape with a graphic bar and text stating the percent done.

**Settings button**

**Overwrite/Append text box**

Indicates whether to overwrite existing data on the tape.

- ◆ **Always Append** never overwrites existing backup sets. It writes the current backup after any existing backups on the tape.
- ◆ **Always Overwrite** writes over existing backup sets on the tape. This setting may save time by writing the backup data at the beginning of the tape.
- ◆ **Overwrite On Full** writes over existing backup sets only during a full backup. Partial backups are appended to the existing backups.

## Compare Progress dialog box

**Now Comparing text box**

Indicates the directory currently being compared.

**Compare Time text box**

Indicates the actual time the computer has used for the compare.

## **Tape Compare Progress dialog box**



**Tapes (Actual) text box**

Indicates how many tapes have been used for the current backup, restore, or compare.

## **Tape Restore Progress dialog box**

**Now Restoring To text box**

Indicates the directory currently being restored.

**Restore Time text box**

Indicates the actual time the computer has used for the restore.

**Settings button**

### **Restore To text box**

Lists how Norton Backup locates files to restore to the backup set. Norton Backup can use:

- ◆ **Original Locations** to restore files in the backup set to their original locations when backed up.
- ◆ **Alternate Drives** to restore files in the backup set to files on a different drive (or drives). Norton Backup prompts for the drive(s) when you start the restore.
- ◆ **Alternate Directories** to restore files in the backup set to files in different directories. Norton Backup prompts for the directories when you start the restore.
- ◆ **Single Directory** to restore files in the backup set to files in a single directory. Norton Backup prompts for the directory when you start the restore.

### **Overwrite Files text box**

Indicates whether you want to overwrite existing data on the tape.

- ◆ **Always Append** never overwrites existing backup sets. It writes the current backup after any existing backups on the tape.
- ◆ **Always Overwrite** writes over existing backup sets on the tape. This setting may save time by writing the backup data at the beginning of the tape.
- ◆ **Overwrite On Full** writes over existing backup sets only during a full backup. Partial backups are appended to the existing backups.

## Restore Progress dialog box



**Settings button**

### **Archive Flag text box**

Indicates whether to change the archive flag when a file is restored to the hard disk.

- ◆ **Leave Alone** does not change the archive flag.
- ◆ **Mark As Backed Up** sets the archive flag to indicate the file has been backed up. The restored files are not backed up unless you make a full backup next.
- ◆ **Mark As Backed Up** sets the archive flag to not backed up. All restored files are backed up in the next partial or full backup.

## Restore Progress dialog box

**Settings button**

??? dialog box

**Always Use This Description (Don't Prompt) check box**

When checked, Norton Backup always uses the description in the Description text box for all backups.

**Show File Versions dialog box**

**Select The File Version To Be Compared (or Restored) list box**  
Lists all versions of the file currently selected in the file pane.



## **Backup (or Compare or Restore) Directory Selection Information dialog box**

**Directory static text box**

Indicates the name of the directory selected in the Directory Tree pane.

**Created On static text box**

Indicates the date that the directory was created.

**Total Files static text box**

Indicates the total number of files that resides in the directory.

**Selected Files static text box**

Indicates the number of files selected for backup, compare, or restore.

**Backup (or Compare or Restore) Files static text box**

Indicates the number of files to be backed up, compared, or restored.

## **Backup (or Compare or Restore) File Selection Information dialog box**

**File static text box**

Indicates the name of the file selected.



**Status static text box**

Indicates whether the file is selected and if it is backed up, compared, or restored.

**Browse button**

Use this button to add the file selection area to the current dialog box. The file selection area includes the Directories list box, Drives drop-down list box, List Files of Type drop-down list box, and File Name text box.

**Speed button**

Click this button to set options that optimize your backup, compare, or restore for the fastest possible operation.

**Safety button**

Click this button to set options that optimize your backup, compare, or restore for the most reliable operation.

**Default button**

Click this button to set options that balance your backup, compare, or restore between speed and reliability.

**Data Verification text box**

Indicates what kind of data verification is being used. Data verification identifies problems with the backup media, disk drive, tape drive, or controller. It cannot detect problems that occur when transferring data from the hard disk to the data buffer before it is written to the backup media.

Values for this text box can be:

- ◆ **Off** means data verification is off entirely.
- ◆ **Sample Only** means every eighth track is read on a diskette after being written.
- ◆ **Read and Compare** means all data written to the backup set is compared with the data in memory.
- ◆ **Compare After Backup** means the data from the backup set is compared with the data on the hard disk after the backup.

**Tapes (Estimated) text box**

Indicates an estimate of the tapes needed for a backup.

**Corrections text box**

Indicates that Norton Backup detected a correctable error in the information contained on the backup set. Norton Backup corrects the error using error correction code (ECC) or tape header information.



**Drives drop-down list box**

Lists all drives attached to your system, either locally or via a network. Select a drive from this drop-down list box and the dialog box updates the lists of files and directories.

**Drive static text box**

Indicates the drive that is selected.

**Files to be Backed Up, Restored, or Compared**

Indicates the number of files that will be backed up, restored, or compared on the current drive.

**Device Is No Longer Detected On Your System list box**

Lists devices that Norton Backup cannot find on your system.

**Device Has Been Re-detected On Your System list box**

Lists devices that Norton Backup found on your system and that have been used previously.

**Server static text box**

Indicates the name of the InfoServer providing service for this device.

**Device static text box**

Indicates the name of the device the InfoServer provides. A designator, similar in concept to a DOS drive designator (A:, C:, etc.), is used where "TP" means tape and the number that follows identifies the device's SCSI bus ID.

**Model static text box**

Indicates the model number of the device that the InfoServer provides. Typically this is a Digital Equipment Corporation (DEC) model number for a DC6000, DAT, 8mm, or DLT tape drive.



**Enable Autochanger Support check box**

When checked, Norton Backup assumes the device can automatically change backup media. If you check this box and the device does not have an autochanger, unattended backups may not be completed.

**Make/Model static text box**

Indicates the manufacturer's make and model number for the SCSI device.

**SCSI ID static text box**

Indicates the bus assignment or SCSI identification number for this device. Up to 8 SCSI devices may be controlled by a single SCSI host adapter. Devices can be numbered from 0 to 7.

Usually device 0 is reserved for a boot device, such as a hard drive. Other devices, such as tape drives, are numbered above this.

**Drive Type static text box**

Indicates the SCSI protocol specification used by this device. Norton Backup currently supports SCSI-1 or SCSI-2.

**ROM Version static text box**

Indicates the revision level of the SCSI drive's internal firmware, also referred to as Read Only Memory (ROM).

**Adapter Name static text box**

Indicates the manufacturer and model number of the controller card connected to your SCSI drive.

**Adapter ID static text box**

Indicates SCSI bus assignment for the host adapter card controlling this SCSI drive. SCSI host adapter cards are usually numbered higher than the devices they control, often as device 7. The SCSI device with the highest device number has the highest bus priority.

**ASPI Manager static text box**

Indicates the driver software used by your SCSI host adapter card. This can be either a DOS or Windows ASPI manager and its revision level.

This information may be requested if you contact Technical Support.



**Hardware Compression drop-down list box**

Indicates the channel, DMA or programmed I/O, used for data compression. This drop-down list box only appears if a Colorado Memory Systems TC-15 or TC-15M adapter card is selected in the Manufacturer drop-down list box.

**Password Protect Entire Tape Series check box**

When checked, Norton Backup restricts access to your backup by using the password specified in the Tape Series Password text box.

**Tape Series Password text box**

Indicates the password to use when Password Protect Entire Tape Series check box is checked.

**Confirm Tape Series Password text box**

Verifies the password typed in the Tape Series Password text box.

**Quick File Access (QFA) check box**

Some SCSI and QIC-02 devices support a method of locating files that is quicker than the standard directory format. When checked, Norton Backup creates a special partition that is used to quickly locate files during compare, restore, identify, retrieve, or rebuild operations.

This feature adds extra time to the initialize process. However, it significantly increases the speed of read operations. Generally, the benefit of QFA increases with the number of files being stored on the tape.

**Moved from MIDDEF.DOC (10/28/93)**

**Start button**

Press this button to start the compatibility test, a small backup and compare for the selected storage devices.

**Start Sharing button**

Click this button in the Share window to begin sharing your tape device on a network. The Sharing Device window appears, which shows the network activity of your shared device and the device's current status.



**Manual Add button**

Click this button in the Add Device or the No New Devices dialog to manually configure tape devices using a high-speed controller or adapter card, to establish a disk drive's capacity, or to retrieve configuration error messages for other devices.

**Manufacturer drop-down list box**

Lists the valid manufacturers for the device selected. A generic device is included for cases where the manufacturer of your device may not be listed.

**IRQ Level drop-down list box**

Lists all possible IRQ levels that Norton Backup can use to communicate with a device. Be sure to select an IRQ level that matches the IRQ level used by the device.

**Print Mode group box**

This group box contains two option buttons. Select either the Graphics or Text option button to indicate how Norton Backup should print the setup file.

**Drive Capacity drop-down list box**

Select the capacity you want to use on the device (or the capacity it is capable of). If you are going to use a 360 KB 5¼-inch diskette be sure to format it on a 360 KB drive. Newer 720 KB and 1.2 MB drives will not format the disk correctly for on all 360 KB drives.

**DMA Channel list box**

Lists all possible DMA channels that Norton Backup can tell your device to use for transferring data. Be sure to select a value that matches your device's configuration.

**Enable Autochanger Support**

If a device supports this feature, check this to enable the tape cassette autochanger.

**File Name text box**

Enter the name of the file you wish to open, save, or delete in this text box.



**Directories list box**

Use this list box to select the current directory for file operations. Selecting a different directory in this list box will cause the Files list box to update (if it exists).

**Description text box**

Enter a description of the device.

**Transfer Rate list box**

Select from the available transfer rates in this list box. The rates available depend on your device. Select the highest rate possible that still permits the device to pass the compatibility test.

**Fast Cancel check box**

Norton Backup checks this check box if your SCSI tape drive supports the abort command. Devices that do not support the abort command can take as long as an hour to abort some operations.

**WARNING:** Do not change this setting unless instructed to do so by Technical Support.

---

**DMA Operation drop-down list box**

Select Fastest or Most Compatible depending on how your device is operating with your computer. If you are having problems using the device select Most Compatible

**Name or Device Description text box**

This is the type, location, capacity or other information about your backup device. Names are shown with the device icons in the Configure window Device list and in the Backup, Compare, and Restore windows.

**Skip button**

Click this button to skip the compatibility test. You should only do this if cannot run the compatibility test (for example, you have no backup media for the device).

**I/O Address drop-down list box**

Lists all possible I/O addresses that Norton Backup can use to communicate with a device. Be sure to select an I/O address that matches the I/O address used by the device.



**Files list box**

Lists all files that meet the criteria in the List Files of Type drop-down list box or the wildcards specified in the File Name text box.

**Devices list box**

Lists the devices that Norton Backup found on your system and/or network.

**Device type drop-down list box**

Lists the devices that Norton Backup can utilize for backup, compare, and restore operations. These devices include:

- ◆ QIC-40/80 Tape Drives
- ◆ AccuTrak
- ◆ SCSI
- ◆ QIC-02
- ◆ IDE
- ◆ Remote Tape
- ◆ InfoServer
- ◆ Floppy Controller Interface

**List Files of Type drop-down list box**

List of the valid file extensions for the Files list box. Selecting a file extension from this drop-down list box will cause the Files list box to update.

**From drop-down list box**

This drop-down list box is used to select a device to rebuild or retrieve a catalog from.

**Drive Letter group box**

Select either the Drive A or Drive B option buttons which represent the first and second floppy disk drives.

**Drives drop-down list box**

Use this list box to change the current drive for the file operation you are about to perform. When you select a new drive the [Files list box](#) and [Directories list box](#) will update.

**Full SCSI Command Set check box**

Norton Backup checks this if your SCSI tape drive supports the full SCSI command set. With this feature enabled, Norton Backup can operate your drive as a SCSI-2 device, determine the remaining capacity on tapes, and improve the overall performance of your drive.

**WARNING:** Do not change this setting unless instructed to do so by Technical Support.

---



## **Backup Procedures**

### Dialog Box Settings

Choose the procedure below for the program level you are currently using.

- Backing Up Files (Step-by-Step Program Level)
- Backing Up Files (Preset Program Level)
- Backing Up Files (Advanced Program Level)

Disk Backup Options dialog box

Tape Backup Options dialog box (QIC-40/80)

Tape Backup Options dialog box (SCSI/QIC-02)

Backup Progress dialog box (floppy)

Backup Progress dialog box (DOS path)

Tape Backup Progress dialog box

Backup Drive Selection Information dialog box

## **▢ Compare Procedures**

### Dialog Box Settings

Choose the procedure below for the program level you are currently using.

- ▢ Comparing Files (Step-by-Step Program Level)**
- ▢ Comparing Files (Preset Program Level)**
- ▢ Comparing Files (Advanced Program Level)**

Disk Compare Options dialog box  
Tape Compare Options dialog box  
Compare Progress dialog box (DOS path)  
Compare Progress dialog box (floppy)  
Compare Backup Progress dialog box  
Compare Drive Selection Information dialog box

## **☐ Restore Procedures**

### Dialog Box Settings

Choose the procedure below for the program level you are currently using.

- ☐ Restoring Files (Step-by-Step Program Level)
- ☐ Restoring Files (Preset Program Level)
- ☐ Restoring Files (Advanced Program Level)

Disk Restore Options dialog box  
Tape Restore Options dialog box  
Restore Progress dialog box (DOS path)  
Restore Progress dialog box (floppy)  
Restore Backup Progress dialog box  
Restore Drive Selection Information dialog box

## **Show File Versions dialog box**

### Dialog Box Settings

This dialog is used to select among several backed up versions of a selected file. In order for multiple versions of a file to be available you must have backed the file up more than once in the current backup cycle and selected the master catalog from the Norton Backup main window.

## **The State Of Some Devices Has Changed dialog box**

### Dialog Box Settings

When you click the Add button in the Configure window, Norton Backup reviews the state of all configured devices before detecting new devices. This message is displayed if the state of any previously detected and configured device has changed. The state of a device changes when it is physically removed from your computer.

If Norton Backup cannot find a previously configured device, it is listed as "not detected." These devices are dimmed in the Configure window Device list and cannot be used.

If Norton Backup discovers that a missing device has been returned to your system, it is listed as "redetected" and Norton Backup restores it to the Configure window Device list.



## **Norton Backup (no new devices detected) dialog box**

### Dialog Box Settings

Norton Backup could not find any new backup devices to install. Any devices installed on your system have already been detected and configured. If you have installed a new device, click Cancel, check the manufacturer's installation instructions for your new device, then click Add again.

If Norton Backup still doesn't find your new device automatically, you can install the device by clicking Manual Add.

## **Exit Norton Backup dialog box**

### Dialog Box Settings

This dialog box appears when you are leaving Norton Backup and changes to settings or your configuration have been made. Confirm that you want to exit and save changes to the setup file or configuration by clicking OK.

## **Erasing a Tape**

### Dialog Box Settings

Select a procedure based on the tape device you are using.

- Erasing QIC-40/80 Tapes
- Erasing SCSI/QIC-02 Tapes

## **▣ Security Erasing a Tape**

### Dialog Box Settings

Select a procedure based on the tape device you are using.

- ▣ Security Erasing QIC-40/80 Tapes
- ▣ Security Erasing SCSI/QIC-02 Tapes

## **▣ Deleting a Tape**

### Dialog Box Settings

Select a procedure based on the tape device you are using.

▣ Deleting QIC-40/80 Tapes

▣ Deleting SCSI/QIC-02 Tapes

## **▣ Formatting and Initializing Tapes**

### Dialog Box Settings

Select a procedure based on the tape device you are using.

▣ Formatting QIC-40/80 Tapes

▣ Initializing SCSI/QIC-02 Tapes

## **Identifying a Tape**

### Dialog Box Settings

#### **To identify a tape:**

- 1 Choose Identify from the TapeTools menu.  
The Tape Directory dialog box appears.

## **View Report dialog box**

This dialog box is available following the completion of a backup, compare, or restore if one or more report options have been selected. The report that is displayed in this window varies depending on the report options, the backup device, and other options selected. Some of the following information may be included:

- ◆ Date and time the operation was started and completed
- ◆ Name and description of the setup file
- ◆ Name of the backup set catalog
- ◆ Options and other settings in effect during the operation
- ◆ List of processed files
- ◆ Error messages for any files that were skipped
- ◆ Backup, Compare, or Restore statistics as displayed in the progress window

You can use the scroll bars and/or cursor keys to scroll through the report. When you are finished, click OK.

The report is placed in an ASCII file with the same name as the setup file and the extension RPT. Report files are stored in the directory specified in the Catalog File Path text box in the Configure window. If you have selected the Append Reports option, the file contains a complete set of reports, which can be viewed with any text editor.



## **Tape Name dialog box**

Enter the tape name in this text box. The name is not required to complete the format, but makes it easier to keep multiple tapes organized.

## ▢ Step-by-Step Procedures

At the step-by-step program level, the Norton Backup window is divided into three main sections: the menu bar, the toolbar, and the settings window. When you click a button, the settings window changes, showing controls and options related to that button. Commands not specific to any one button are listed in the menus.

[Backing Up Files \(Step-by-Step Program Level\)](#)

[Comparing Files \(Step-by-Step Program Level\)](#)

[Restoring Files \(Step-by-Step Program Level\)](#)

## **▣ Tape Interface Protocols**

Mass storage devices, such as tape drives, use one of several possible communications interfaces or protocols for exchanging information with your computer.

Norton Backup supports many tape interfaces and automatically locates and configures tape devices using the most popular interface protocols. Locate the interface you are using below to learn how Norton Backup works with it.

- ◆ [QIC-40/80 Interface](#)
- ◆ [Floppy Controller Interface](#)
- ◆ [High-Speed Tape Controller/Adapter](#)
- ◆ [IDE Interface](#)
- ◆ [QIC-02 Interface](#)
- ◆ [SCSI Interface](#)
- ◆ [QIC-36 Interface](#)
- ◆ [Parallel Port](#)
- ◆ [Remote Tape Device](#)
- ◆ [InfoServer](#)

## ▣ Performance

Many factors affect backup efficiency. The subjects below describe a variety of program features and option settings you can configure to optimize backup speed.

- ◆ [Multiple Drive Backup](#)
- ◆ [Diskette Type](#)
- ◆ [Compression](#)
- ◆ [Proprietary Disk Format](#)
- ◆ [Large Directory And File Backups](#)
- ◆ [Memory Management](#)

**NOTE:** For both tape and diskette backups, Norton Backup works directly with the controller, bypassing DOS. Running any application that accesses a disk or tape drive while a backup is in progress causes an error in the application.

---

**Multiple Drive Backup**

With Norton Backup you can backup from several drives at a time. Backing up files from all your drives in one backup session can dramatically reduce your total backup time.

File selection, option setting, and catalog management are also simplified with multiple drive backups.

**Diskette Type**

If you backup to diskettes, backups are faster with high-density disks than with low-density. The 1.44 MB diskettes produce a slightly faster backup time than the 1.2 MB disks, due to the larger capacity of each diskette. Internal 2.88 MB diskette drives are twice as fast as the 1.44 MB drives. The 360 K diskettes are generally the slowest.

**Compression**

Norton Backup offers data compression options to meet different user requirements. Use compression to decrease the total backup time and the required storage space.

While compression can save time by reducing the amount of data actually written to the backup media, the process can take more time than is saved depending on the data being compressed and the speed of your computer. If you use a 386-compatible computer or slower, and backup speed is your main concern, set the Compression Priority option to Save Time. The Save Time priority runs the compression routine only during extra CPU time between the read and write operations.

**Proprietary Disk Format**

You can use two types of disk formats for your backup disks: DOS and the Norton Backup proprietary disk format. The proprietary disk format improves backup speed, because Norton Backup records more data on each disk and writes the data faster when using this format.

Disks formatted with the proprietary format cannot be read or copied by DOS, and must be reformatted for use with DOS. If you insert a diskette that has been formatted with Norton Backup's proprietary format, and use the DOS DIR command, a message is displayed reminding you that the diskette is a Norton Backup proprietary format disk.



**Large Directory And File Backups**

Though Norton Backup is designed to back up any number of files, if your disk structure is complex you may experience a reduction in backup speed.

**Memory Management**

Norton Backup was designed so that other applications can be used while a backup or restore is in progress. However, backups made in the background are slower and may require more disks or tape space.

## **Backing Up Files (Step-by-Step Program Level)**

### **Step 1 - What to back up**

#### See Also

Selecting the files you wish to backup is very similar to the advanced program level.

#### **To select what to back up:**

- 1 Select the drives to backup by clicking the right mouse button on each drive you want to backup in the Backup From list box, or choose Select Files to select individual files and directories to back up.
- 2 Select the backup type from the Backup Type drop-down list box.

## Selecting Files for Backup

## **Backing Up Files (Step-by-Step Program Level)**

### **Step 2 - Where to back it up**

#### See Also

There is only one control in this window. Use the Backup To drop-down list box to select the backup storage device you want to use.

Adding a Backup Device  
Adding a Device Manually

## **Backing Up Files (Step-by-Step Program Level)**

### **Step 3 - How to back it up**

#### Dialog Box Settings

Use this window to optimize your backup. You can choose between speed of backup (click Speed), reliability of backup (click Safety), or a balance between the two. If you prefer a particular option click Customize to open one of the Options dialog boxes.

Disk Backup Options dialog box

Tape Backup Options dialog box (QIC-40/80)

Tape Backup Options dialog box (SCSI/QIC-02)



## **Comparing Files (Step-by-Step Program Level)**

### **Step 1 - What to compare**

#### See Also

Selecting files to compare is similar to selecting files to backup.

#### **To select what to compare:**

- 1 Select the backup catalog from the Catalog drop-down list box.
- 2 Select the specific drives to compare by clicking the right mouse button on each drive you want to compare in the Compare Files list box, or click Select Files to select individual files and directories to be compared.
- 3 Select the storage device where the backup set is located from the Compare From drop-down list box.

## Selecting Files for Compare

## **Comparing Files (Step-by-Step Program Level)**

### **Step 2 - Where to compare it**

This window has only one control. Use the Compare To drop-down list box to select where Norton Backup looks for files to compare.

## **▢ Comparing Files (Step-by-Step Program Level)**

### **Step 3 - How to compare it**

#### Dialog Box Settings

Use this window to optimize your compare. If you want the compare to move as quickly as possible, click Speed. Norton Backup waits five seconds for a response after prompting you when problems are encountered, and then continues.

If you want the compare to be sure to notify you of problems, click Safety. Norton Backup waits indefinitely for you to acknowledge any problems encountered.

If you want a balance between speed and safety, click Default. If you prefer a particular option, click Customize to open one of the Options dialog boxes.

Disk Compare Options dialog box  
Tape Compare Options dialog box

## **▣ Restoring Files (Step-by-Step Program Level)**

### **Step 1 - What to restore**

#### See Also

Selecting files to restore is the same as selecting files to compare.

#### **To select what to restore:**

- 1** Select the backup catalog from the Catalog drop-down list box.
- 2** Select the specific drives to compare by clicking the right mouse button on each drive you want to compare in the Restore Files list box, or click Select Files to select individual files and directories to be compared.
- 3** Select the storage device where the backup set is located from the Restore From drop-down list box.

## Selecting Files for Restore

## Restoring Files (Step-by-Step Program Level)

### Step 2 - Where to restore it

This window has only one control. Use the Restore drop-down list box to select where Norton Backup looks for files to compare.



## **▢ Restoring Files (Step-by-Step Program Level)**

### **Step 3 - How to restore it**

#### Dialog Box Settings

Use this window to optimize your restore. If you want the restore to move as quickly as possible, click Speed. Norton Backup waits five seconds for a response after prompting you when problems are encountered, and then continues.

If you want the restore to be sure to notify you of problems, click Safety. Norton Backup waits indefinitely for you to acknowledge any problems encountered.

If you want a balance between speed and safety, click Default. If you prefer a particular option, click Customize to open one of the Options dialog boxes.

Disk Restore Options dialog box  
Tape Restore Options dialog box

## ▢ Automating File Selection

### Dialog Box Settings

Use the Include and Exclude buttons to select or deselect files and directories for a backup. With these buttons, you specify general criteria, such as a path or file extensions, that determine which files are included in the backup. The Include/Exclude list can contain up to 49 entries.

Using an Include/Exclude list is the preferred way to select files and directories for backup. This file selection method is flexible enough to accommodate additions and changes to the directories on your disk. Manual file and directory selections, which you make by clicking files and directories, override Include/Exclude lines and do not include new directories and files.

**NOTE:** Norton Backup applies each line in the order listed. It adds each Include or Exclude statement to the bottom of the list, which overrides any conflicting previous statements. For example, to back up all the files in a directory, except those with the extension .BAK, first create a line that includes all files (\*.\*), then create a line below it that excludes all files with that extension (\*.BAK).

---

## ▢ Automating File Selection

### Adding a Line to the Include/Exclude List

#### Dialog Box Settings

In order to take advantage of the Include/Exclude list you must add a line to it. Before adding anything to the list, however, be sure to clear manual file selections.

#### **To add a line to the Include/Exclude list:**

- 1 Highlight the directory to include or exclude in the Select Backup Files window.
- 2 Click Include or Exclude.  
The Include/Exclude Files dialog box appears, displaying the selected path in the Path text box.
- 3 To modify the file filter, type the new file filter.  
The file filter selects files based on DOS wildcards. When you open the dialog box, the filter includes all files (\*.\*)
- 4 To include all subdirectories under the directory, check the Include All Subdirectories check box.
- 5 Click Add to add the line to the bottom of the Include/Exclude list. Click Done when finished.

Or,

Highlight a line in the Include/Exclude list. Click the Insert button to place the line above the highlighted line. Click Done when finished.

**NOTE:** If you checked the Include All Subdirectories check box, [sub] appears before the Include/Exclude line. For example, Include [sub] c:\\*.doc selects all \*.DOC files in the root directory and all subdirectories on the C: drive.

---

## ▣ Automating File Selection

### Selecting a Single File or Directory

#### Dialog Box Settings

You can add a single file or directory to the Include list.

#### **To add a single file with Include:**

- 1 Click the file you want from the Select Files window with the left mouse button. Do not double-click it.
- 2 Click Include.  
The Include/Exclude Files dialog box opens. The directory you want to exclude is in the Path text box.
- 3 Click Add.
- 4 Highlight any previous statements including drives and directories you do not want to select and click Delete.
- 5 Uncheck the Include All Subdirectories box to omit subdirectories from the backup.
- 6 Click Done.

#### **To add a single directory with Include:**

- 1 Click the directory you want from the Select Files window with the left mouse button. Do not double-click it.
- 2 Click Include.  
The Include/Exclude Files dialog box opens. The directory you selected is in the Path text box.
- 3 Click Add.
- 4 Highlight any previous statements including drives and directories you do not want to select and click Delete.
- 5 Uncheck the Include All Subdirectories box to omit subdirectories from the backup.
- 6 Click Done.  
The Select Backup Files directory tree shows the directory you selected as the only directory for backup.

## ▢ Automating File Selection

### Deselecting a Single File or Directory

#### Dialog Box Settings

You may want to deselect a file or directory when making your file selections.

#### **To deselect a single file with Exclude:**

- 1 Click the directory you do not want to back up from the Select Files window with the left mouse button. Do not double-click it.
- 2 Click Exclude.  
The Include/Exclude Files dialog box opens. The filename you selected is in the File text box.
- 3 Click Add.
- 4 Highlight any previous contradictory statements in the Include/Exclude list text box and click Delete.
- 5 Uncheck the Include All Subdirectories box to omit subdirectories from the backup.
- 6 Click Done.

#### **To deselect a single directory with Exclude:**

- 1 Click the directory you do not want to back up from the Select Files window with the left mouse button. Do not double-click it.
- 2 Click Exclude.  
The Include/Exclude Files dialog box opens. The directory you want to exclude is in the Path text box.
- 3 Click Add.
- 4 Highlight any previous statements backing up drives and directories you do not want to select and click Delete.
- 5 Uncheck the Include All Subdirectories box to omit subdirectories from the backup.
- 6 Click Done.

## Automating File Selection

### Deselecting All Include/Exclude List Entries

#### Dialog Box Settings

You may want or need to clear Include/Exclude entries for a drive.

#### **To clear Include/Exclude entries for a drive:**

- ◆ Double-click the drive for which you want to delete Include/Exclude entries using the left mouse button, or click with the right.

## ▢ Selecting Files Manually

You can select specific files and directories to back up directly from the Select Files window.

**TIP:** Typically you do not want to select directories manually. Manually selecting the directories for an entire drive modifies the setup file to include only the selected directories. This can cause problems when you create new directories. Unless you manually select the new directories also, your setup file does not back them up.

---

### To select or deselect all files on a drive:

- ◆ Double-click the drive icon with the left mouse button.
- Or,
- ◆ Choose Select All or Deselect All from the File menu while the cursor is in the tree pane.

### To select or deselect one directory or file:

- ◆ Double-click the directory or file with the left mouse button.
- Or,
- ◆ Click the directory or file with the right mouse button.
- Or,

Highlight the directory or file and press the Spacebar.

This selects all files in the highlighted directory in the tree pane. In the file pane, this selects a specific file.

### To select or deselect several directories or files:

- 1 Click and hold down the right mouse button the first file or directory, and then drag the mouse pointer to the last directory or file that you want to select.
- 2 Release the mouse button.

### For information on a directory:

- 1 Move the mouse pointer towards the edge of the tree pane and keep it horizontally aligned with the directory you want information on.


The mouse pointer changes to .

- 2 Click the right mouse button.

The Backup (or Compare or Restore) Directory Selection Information dialog box appears.

### For information on a file:

- 1 Move the mouse pointer towards the edge of the file pane and keep it horizontally aligned with the file you want information on.

The mouse pointer changes to .

- 2 Click the right mouse button.

The Backup (or Compare or Restore) File Selection Information dialog box appears.



## Clearing File Selections

You may want or need to clear manual file selections before you begin selecting files.

### **To clear any manual file selections:**

- ◆ Click any highlighted or red directories in the Select Files window with both mouse buttons at once.
- Or,
- ◆ Choose Clear from the File menu.

**NOTE:** Highlighted or red directories contain manual selections.

---

## **Making Special File Selections**

### Dialog Box Settings

Use the Special button in the Select Files window to make special file selections like:

- ◆ Including files in a certain date range
- ◆ Excluding copy-protected files
- ◆ Excluding files based on archive bits.

### **To make special file selections:**

- 1 Select the files you want using the Include/Exclude buttons and/or manual selection.
- 2 Click the Special button.  
The Special Selections dialog box appears.
- 3 Select the options you want.
- 4 Click OK.

## **Printing File Lists**

### Dialog Box Settings

You can print a list of the files on the current drive or all drives.

#### **To print a file list:**

- 1 Choose Print from the File menu.
- 2 Select the print source.
- 3 Select the print mode.

Or,

Check the Print To File check box to save the file list to disk.

- 4 If you checked the Print To File check box, type a filename for the file list in the text box.  
To change your printer settings, click Setup.
- 5 Click OK.

## ▣ Command-Line Options

### See Also

Command-line options are useful in automating backup procedures. You can create Program Manager or Norton Desktop icons for each command-line specification and launch backup procedures by double-clicking the icons.

### Syntax

```
NBWIN.EXE [@] [SETUP.SET] [/A] [/TF | /TI | /TD | /TC | /TO] [/M] [/P]
```

### Valid Options

---

<b>SETUP.SET</b>	Setup file to be opened when Norton Backup is loaded.
<b>@</b>	Runs the <u>macro</u> associated with the active setup file.
<b>/A</b>	Launches a backup immediately with the current settings, as if you had clicked the Start Backup button.
<b>/M</b>	Starts Norton Backup minimized.
<b>/Ppassword</b>	Specifies a password to be assigned to the backup data. With this option, you can schedule <u>unattended</u> backups with password protection. Passwords can be from one to eight characters. Norton Backup passwords are case-sensitive.
<b>/TF</b>	Specifies a <u>full backup</u> .
<b>/TI</b>	Specifies an <u>incremental backup</u> .
<b>/TD</b>	Specifies a <u>differential backup</u> .
<b>/TC</b>	Specifies a <u>full copy backup</u> .
<b>/TO</b>	Specifies an <u>incremental copy backup</u> .

---

### NOTES:

- 1 You can use a dash (-) in place of the slash (/).
  - 2 @ and /A are mutually exclusive.
  - 3 The password is assigned only if you select the backup option Password Protect Backup Sets in the setup file used for the backup.
  - 4 The backup type switches are mutually exclusive.
  - 5 The backup type command-line switches override the backup type that is specified in the setup file used for the backup.
- 

### Examples

---

```
NBWIN.EXE @LOTUS.SET
```

Loads the LOTUS.SET setup file and runs the associated macro.

```
NBWIN.EXE WORDPROC.SET /A /TI
```

Starts an incremental backup of the files selected by the WORDPROC.SET setup file.

```
NBWIN.EXE /A
```

Starts a backup with the settings and selections saved in the last setup file used.

Recording a Macro  
Running a Macro  
Using Scheduler

## **▣ Troubleshooting**

If you are having difficulties getting Norton Backup to work properly, see one of the following topics below depending on the symptom. If you are still not able to solve your problem (or do not have experience with troubleshooting), contact [Technical Support](#).

[General Troubleshooting](#)

[SCSI Device](#)

[IDE Device](#)

[High-Speed Controller](#)

[DMA Conflicts](#)

## ▣ General Troubleshooting

### See Also

Below are solutions to problems you may encounter that are not specific to any device.

- ◆ Certain screen-savers do not allow Scheduler to start events. You need to disable the screen-saver.
- ◆ If you rebuild a catalog from a QIC-40/80 device, restore the backup set and receive a message similar to "Unable to open file ARIAL.TTF" from Windows, you need to exit Windows and, at the DOS prompt, change to your Windows directory and type ATTRIB +R \*.TTF.
- ◆ Norton Backup does not restore the date or time a directory was created. This can cause problems with certain copy protection schemes.
- ◆ If you have a Pro Audio Spectrum sound card installed and are using the supplied drivers, you may experience problems with Norton Backup in 386 enhanced mode. To fix the problem either run Windows in standard mode or remove the DEVICE=VPASD.386 statement from the [386 Enh] section of your SYSTEM.INI file.

If you encounter problems with devices working improperly, you can try one of the following.

- ◆ Remove the device from the Norton Backup (Configure options) main window by clicking the Remove button, then configure it again by clicking the Add button.
- ◆ Close all other applications in Windows before running Norton Backup.
- ◆ Change the current Windows mode from 386 enhanced (WIN /3) to standard (WIN /S) or vice-versa.
- ◆ Boot from a clean, bootable diskette.
- ◆ If you experience performance problems using a QIC-40/80 or AccuTrak drive, click the Settings button in the Configure window and select a slower data transfer rate from the Data Transfer Rate drop-down list box.

## ▣ Troubleshooting a SCSI Device

The most common problem that occurs with a SCSI device is improper bus termination. The first and last devices on a SCSI bus are terminated, while any device between them must have its termination removed. If your SCSI devices are all internal or external (not both), then the host adapter card must be terminated. If you have both internal and external SCSI devices, termination must be removed from the host adapter card.



## Troubleshooting an IDE Device

If your system hangs when Norton Backup searches for IDE devices and you have no IDE backup storage devices on your system, do the following:

- 1** Copy the file TAPECTRL.CFG to TAPECTRL.OLD. This allows you to restore TAPECTRL.CFG to its original state, should you need to.
- 2** Edit the TAPECTRL.CFG file with a text editor (such as Notepad).
- 3** Remove the following line:  
DRIVER\_TYPE:5,"IDE","nbwide.dll"

## **▢ Troubleshooting a High-Speed Controller**

Below are some solutions to problems you may encounter with high-speed controllers.

- ◆ Inspect the settings for devices that use high-speed controller or host adapter cards. Make sure the settings match the jumpers on the card and do not conflict with other devices installed on your system.
- ◆ If you receive "Device Driver Error" messages when installing your device, make sure you have followed the instructions that came with the host adapter or high-speed-controller card. Install the manufacturer's software again, if necessary.

## Troubleshooting DMA Conflicts

Below are some solutions to DMA conflict problems.

- ◆ If you receive a timeout error and your system uses a micro channel bus, click the Settings button and select a different number from the DMA Channel list.
- ◆ If your backup performance seems slow, your system "freezes," or you receive an "Invalid DMA channel" error message, click the Settings button in the Norton Backup (Configure options) main window and change the DMA Operation to Most Compatible.

Compatibility Test Failed  
Booting from a Diskette  
Removing a Backup Device  
Adding a Backup Device

## ■ Booting from a Diskette

One of the best ways to troubleshoot is to boot from a clean, bootable diskette. This determines whether a memory resident program loaded in your CONFIG.SYS or AUTOEXEC.BAT file is causing a problem with Norton Backup.

The term clean diskette means that the diskette contains no viruses, no unnecessary device drivers, and is generally write-protected.

### To start your system from a clean diskette:

- 1 Turn off your computer.
- 2 Insert a clean diskette in drive A:.
- 3 Turn on your computer.

If Norton Backup works correctly try adding statements (one by one) from your CONFIG.SYS and AUTOEXEC.BAT files on your hard disk to the same files on the diskette and rebooting. When you find the program that causes the problem:

- ◆ Remove it from the CONFIG.SYS or AUTOEXEC.BAT file that resides on your hard disk.
- ◆ Contact the manufacturer of the program for an updated version.
- ◆ Contact Technical Support. Norton Backup has been tested with many popular memory managers and disk caches and may work with your program after some slight changes.

**NOTE:** The Rescue Disk utility also creates clean, bootable diskettes.

---

### To create a clean diskette:

- 1 Insert a diskette in drive A:. (You will lose any data currently on the disk, so be sure its blank or contains only data you don't mind losing.)
- 2 At the DOS prompt, type `FORMAT A: /S`

Or,

From Norton Desktop, choose Format Diskette from the Disk menu then check the Make Disk Bootable check box.

- 3 Use a text editor to create a clean AUTOEXEC.BAT file on the diskette:

```
REM AUTOEXEC.BAT
@ECHO OFF
PROMPT $P$G
PATH=C:\;C:\DOS
```

- 4 Use a text editor to create a clean CONFIG.SYS file on the diskette:

```
REM CONFIG.SYS
REM The BREAK ON command checks for a cancel key
REM in DOS as often as possible
BREAK ON
FILES=30
BUFFERS=20
```

Include any other device drivers required by your system at startup, such as those required by Stacker or SuperStor.

- 5 Remove the diskette, write-protect it, and store it in a safe place.

## **▣ Configuration Procedures**

Select a procedure below based on what you want to do.

- [▣ Changing the Program Level](#)
- [▣ Changing the Disk Logging Strategy](#)
- [▣ Adding a Backup Device](#)
- [▣ Changing the Catalog Path](#)
- [▣ Performing a Compatibility Test](#)
- [▣ Creating a Device Description](#)
- [▣ Changing the DMA Operation](#)
- [▣ Removing a Backup Device](#)



## **Norton Backup (Backup options) main window**

Preset Backups list box

Backup To drop-down list box

Start Backup button

Preview Backup button



## **Norton Backup (Compare options) main window**

Catalog list box

Select Files... button

Compare From drop-down list box

Start Compare button





## **Norton Backup (Restore options) main window**

Catalog list box

Select Files... button

Restore From drop-down list box

Start Restore button



## **Norton Backup (Backup options) main window**

Backup From list box

Select Files... button

Backup To drop-down list box

Backup Type drop-down list box

Start Backup button

Options... button



## **Norton Backup (Compare options) main window**

Catalog drop-down list box

Compare Files list box

Select Files... button

Compare From drop-down list box

Compare To drop-down list box

Start Compare button

Options... button



## **Norton Backup (Restore options) main window**

Catalog drop-down list box

Restore Files list box

Select Files... button

Restore From drop-down list box

Restore To drop-down list box

Start Restore button

Options... button



## **Norton Backup (Backup options) main window**

1 What to back up button

2 Where to back it up button

3 How to back it up button

4 Start backing it up button



## **Norton Backup (Backup options) main window**

### 1 What to back up button

Backup From list box

Select Files... button

Backup Type drop-down list box

### 2 Where to back it up button

### 3 How to back it up button

### 4 Start backing it up button



## **Norton Backup (Backup options) main window**

1 What to back up button

2 Where to back it up button

Backup To

3 How to back it up button

4 Start backing it up button



## **Norton Backup (Backup options) main window**

Dialog Box Settings

1 What to back up button

2 Where to back it up button

3 How to back it up button

Speed button

Safety button

Default button

Customize button

4 Start backing it up button





## **Norton Backup (Compare options) main window**

1 What to compare button

2 Where to compare it button

3 How to compare it button

4 Start comparing it button



## **Norton Backup (Compare options) main window**

### 1 What to compare button

Catalog drop-down list box

Compare Files list box

Select Files... button

Compare From drop-down list box

### 2 Where to compare it button

### 3 How to compare it button

### 4 Start comparing it button



## **Norton Backup (Compare options) main window**

1 What to compare button

2 Where to compare it button

Compare To drop-down list box

3 How to compare it button

4 Start comparing it button



## **Norton Backup (Compare options) main window**

Dialog Box Settings

1 What to compare button

2 Where to compare it button

3 How to compare it button

Speed button

Safety button

Default button

Customize button

4 Start comparing it button



## **Norton Backup (Restore options) main window**

1 What to restore button

2 Where to restore it button

3 How to restore it button

4 Start restoring it button



## **Norton Backup (Restore options) main window**

### 1 What to restore button

Catalog drop-down list box

Restore Files list box

Select Files... button

Restore From drop-down list box

### 2 Where to restore it button

### 3 How to restore it button

### 4 Start restoring it button



## **Norton Backup (Restore options) main window**

1 What to restore button

2 Where to restore it button

Restore To drop-down list box

3 How to restore it button

4 Start restoring it button



## **Norton Backup (Restore options) main window**

Dialog Box Settings

1 What to restore button

2 Where to restore it button

3 How to restore it button

Speed button

Safety button

Default button

Customize button

4 Start restoring it button





## **Norton Backup (Share options) main window**

Dialog Box Settings

Device To Share drop-down list box

Share Name text box

### **Log File group box**

Write Log to File check box

Append to Last Log File check box

Log File Name text box

Start Sharing button



## **Norton Backup (Configure options) main window**

Program Level drop-down list box

Disk Logging drop-down list box

Catalog Path text box

Devices list box

Add... button

Test... button

Settings... button

Remove button

Add Devices dialog box  
Manual Add Device dialog box



## **Select Files window**

Dialog Box Settings

Drive icon(s)

Path static text box

Directory Tree pane

File pane

Total Files static text box

Selected Files static text box

Version button (Compare and Restore only)

Include button (Backup only)

Exclude button (Backup only)

Special button

Display button

Print button

Include/Exclude Files dialog box (Backup only)

Show File Versions

Special Selections dialog box

Print File List dialog box

Display Options dialog box

**preset level**

**Norton Backup (Backup options) main window**

**Preset Backups list box**

Lists setup files you can use to make backups.

**Backup To drop-down list box**

Lists the backup storage devices you can backup files to.



**Start Backup button**

Click this button to open the Backup Progress dialog box and begin the backup.

**Preview Backup button**

Click this button to open a modified Select Files window that allows you to see what files will be backed up.

**Norton Backup (Compare options) main window**

**Catalog list box**

Lists all available catalogs created with preset backups. Double-click a catalog to select it.

**Select Files... button**

Click this button to open the Select Files window. This will allow you to make file selections other than all files.

**Compare From drop-down list box**

Lists the backup storage device that contains the backup set you want to compare.

**Start Compare button**

Click this button to open the Compare Progress window and begin the compare.

## Norton Backup (Restore options) main window



**Restore From drop-down list box**

Lists the backup storage device that contains the backup set you want to restore.

**Start Restore button**

Click this button to open the Compare Progress window and begin the restore.

**advanced level**

**Norton Backup (Backup options) main window**

**Backup From list box**

Lists all valid drives that Norton Backup can back up files from. This includes local as well as network drives.

### **Backup Type drop-down list box**

Lists all valid types of backups you can perform. Depending on the type of backup you select, you may improve your performance.

Valid types of backups are:

- ◆ **Full** backs up all files that meet the selection criteria. It ignores the archive attribute unless otherwise specified when selecting files.
- ◆ **Incremental** backs up files that meet the selection criteria and have either been changed or added since the last backup. Norton Backup uses the archive attribute to detect these files.
- ◆ **Differential** backs up files that meet the selection criteria and have either been changed or added since the last **Full** backup only. Norton Backup uses the archive attribute to detect these files.
- ◆ **Full Copy** backs up all files that meet the selection criteria the same as **Full**. However, the archive attribute is not reset.
- ◆ **Incremental Copy** backs up files that meet the selection criteria and have either been changed or added since the last backup. However, the archive attribute is not reset.

**Options... button**

Click this button to open the Backup Options dialog box. Use this dialog box to optimize your backup for your application.

**Norton Backup (Compare options) main window**

**Catalog drop-down list box**

Lists all catalogs that reside on your hard drive in the directory specified by the Catalog Path text box in the Norton Backup (Configure options) main window. Use this drop-down list box to select the set of files you wish to compare or restore.



**Compare Files list box**

Lists the drives that you can compare files in your backup set to. Select all files on the drive from the backup set by clicking the right mouse button on the drive. If you wish to compare only certain files, select them by clicking the Select Files... button.

### **Compare To drop-down list box**

Lists how Norton Backup will locate files to compare to the backup set. Norton Backup can use:

- ◆ **Original Locations** to compare files in the backup set to their original locations when backed up.
- ◆ **Alternate Drives** to compare files in the backup set to files on a different drive (or drives). Norton Backup prompts for the drive(s) when you start the compare.
- ◆ **Alternate Directories** to compare files in the backup set to files in different directories. Norton Backup prompts for the directories when you start the compare.
- ◆ **Single Directory** to compare files in the backup set to files in a single directory. Norton Backup prompts for the directory when you start the compare.

## Norton Backup (Restore options) main window

**Restore Files list box**

Lists the drives that you can restore files in your backup set to. Select all files on the drive from the backup set by clicking the right mouse button on the drive. If you wish to restore only certain files, select them by clicking the Select Files... button.

### **Restore To drop-down list box**

Lists how Norton Backup will locate files to restore to the backup set. Norton Backup can use:

- ◆ **Original Locations** to restore files in the backup set to their original locations when backed up.
- ◆ **Alternate Drives** to restore files in the backup set to files on a different drive (or drives). Norton Backup prompts for the drive(s) when you start the restore.
- ◆ **Alternate Directories** to restore files in the backup set to files in different directories. Norton Backup prompts for the directories when you start the restore.
- ◆ **Single Directory** to restore files in the backup set to files in a single directory. Norton Backup prompts for the directory when you start the restore.

**step-by-step level**

**Norton Backup (Backup options) main window**

#### **4 Start backing it up**

Click this button to open the Backup Progress window and begin the backup.

**Norton Backup (Compare options) main window**



#### **4 Start comparing it**

Click this button to open the Compare Progress window and begin the compare.

## Norton Backup (Restore options) main window

#### **4 Start restoring it**

Click this button to open the Restore Progress window and begin the restore.

## Norton Backup (Share options) main window

**Device To Share drop-down list box**

Lists the backup storage devices that can be shared using NetWare.

**Share Name text box**

This is the name that network users will see for your device. Norton Backup automatically assigns an initial name for your device.

**Write Log to File check box**

When checked, Norton Backup will write all network usage of your tape device to the file specified in the Log File Name text box.

**Append to Last Log File check box**

When checked, Norton Backup will append network usage of your tape device to the end of the file specified in the Log File Name text box. Use this check box when you wish to keep a historical log of network usage.



**Log File Name text box**

Specifies the filename used for logging network usage of your tape device.

**Start Sharing button**

Click this button to make your tape device available to network users. When the device is shared you will not be able to use it.

## Norton Backup (Configure options) main window

**Program Level drop-down list box**

Lists the program levels you can use for backups, compares, and restores.

**Disk Logging drop-down list box**

Lists the two methods you can use for reading directory and file information from your hard drive(s). Norton Backup handles disk logging automatically. However, if you experience problems when Norton Backup reads disk information, select **Most Compatible**.

- ◆ **Fastest** reads information directly from your hard drive's file allocation table (FAT) and directory information
- ◆ **Most Compatible** reads information using DOS interrupts.

**Catalog Path text box**

Indicates where Norton Backup stores backup catalogs. By default, the catalog files are stored in the same directory as Norton Backup program files.

**Devices list box**

Lists all the currently recognized backup storage devices. When a device has completed a compatibility test successfully a checkmark appears next to it.

**Test... button**

Click this button to run a compatibility test on the currently highlighted device.



**Settings... button**

Click this button to change settings on the currently highlighted device. Settings can range from the device's description to hardware related options (such as the DMA operation).

**Remove button**

Click this button to remove the currently highlighted device from Norton Backup.

**Select Files window**

**Drive icon(s)**

Represent all the drives connected to your system (either locally or via a network). Click a drive icon to display the directories and files on that drive. Double-click it to select or deselect all files on that directory.

**File Filters static text box**

Indicates which files are displayed in the File pane. Change this by clicking the Display button.

**Directory Tree pane**

Displays a "tree" representation of your directories for the selected drive. Use it to open directories and select files.

**File pane**

The region of the Select Files window that lists files within a selected directory, allowing you to select them for backup, compare, or restore.

**Total Files static text box**

Indicates the total number of files on the selected drive and the space they occupy in bytes.



**Selected Files static text box**

Indicates the total number of files selected and the space they occupy in bytes.

**Version button**

Click this button to list information about different versions of the same file. This button is only available when different versions exist.

**Include button**

Click this button to open the Include/Exclude Files dialog box used to select files.

**Exclude button**

Click this button to open the Include/Exclude Files dialog box used to select files.

**Special button**

Click this button to open the Special Selections dialog box.

**Display button**

Click this button to open the Display Options dialog box used to change how and what files are displayed.

**Print button**

Click this button to open the Print File List dialog box used to print a list of the files on the currently selected drive.

**Moved from MIDDEF.DOC (10/28/93)**



**Backup To drop-down list box**

A drop-down list box that appears in the Backup window. Use this list box to select the destination for the backup files. Norton Backup can back up to disk drives, tape drives, remote (networked) devices, and any device that can be accessed as a DOS path.



## Contacting Technical Support and Customer Service

To quickly find technical support or customer service information, click on one of the following:

- [Customer Service, U.S. and Canada](#)
- [Technical Support, U.S. and Canada](#)
- [Symantec BBS](#)
- [Fax Retrieval System](#)
- [Customer Service and Technical Support, International](#)

### Customer Service (United States and Canada only)

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Symantec Corp. (800) 441-7234 voice  
 175 W. Broadway (503) 334-7474 fax  
 Eugene, OR 97401 Hours: 7:00 A.M. to 5:00 P.M. Pacific Time  
 Monday through Friday

### Technical Support (United States and Canada only)

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Symantec Corp. (503) 465-8420 for Norton Desktop.  
 175 W. Broadway (503) 465-8450 for Norton AntiVirus and  
 Eugene, OR 97401 Norton Backup  
 (503) 334-7470 fax  
 Hours: 7:00 A.M. to 5:00 P.M. Pacific Time  
 Monday through Friday

### Symantec BBS

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300-, 1200-, and  
 2400-baud modems (503) 484-6699 (24 hrs.)  
 9600-baud modems (503) 484-6669 (24 hrs.)

Settings for the Symantec BBS are:

- ◆ 8 data bits, 1 stop bit; no parity

### Fax Retrieval System (United States and Canada only)

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Symantec's Fax Retrieval System provides instant access to general product information, technical notes and virus definitions through a 24 hour automated attendant. To access this service, simply have your fax number ready and dial (800) 554-4403 from any fax machine or touch-tone phone.

### International Technical Support and Customer Service

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<b>United Kingdom</b>	Symantec UK Limited Sygnus Court Market Street Maidenhead Berkshire SL6 4AD United Kingdom	0628 59 222 voice 0628 592 287 fax
<b>Europe (all countries except UK)</b>	Symantec Europe Kanaalpark 145 Postbus 1143 2321 JV Leiden The Netherlands	31 71 353 111 voice 31 71 353 150 fax
<b>Australia</b>	Symantec Pty. Ltd. Upper Level 408 Victoria Road Gladesville, NSW 2111	61 2 879 6577 voice 61 2 879 6805 fax

**All other countries**

Australia  
Symantec Corp.  
10201 Torre Ave.  
Cupertino, CA 95014  
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(408) 252-3570 voice  
(408) 253-4992 fax

