



# Tech Info Library

## Retrospect A/UX: Troubleshooting & Support (8/93)

Article Created: 16 August 1993

TOPIC -----

This article gives an overview of how to solve problems when using Retrospect A/UX with the Apple Workgroup Server 95.

DISCUSSION -----

Always try to isolate the problem area as much as possible so that you can refer to the proper documentation. Don't forget to check for any "Read Me" files provided with your server product package. These files describe last-minute changes or information. For answers to commonly asked questions about Retrospect as well as error message explanations, search the Tech Info Library by "Retrospect: Error" for a listing of articles.

### Memory or Disk Space Problems

Problems can occur with Retrospect and the A/UX operating system itself when available memory or free disk space are exhausted. If you suspect that this is the cause, take steps to correct the problem and try again.

It is important that Retrospect's application size be set large enough to complete the desired operations. See the memory size table below for a listing of appropriate memory settings for both backups and restores.

A/UX may show symptoms when free disk space drops below 10 percent of the total device capacity. Extensive disk operations performed with little disk space may also increase fragmentation of data, permanently reducing server performance. Additionally, printer spooling may be affected.

It's always worth trying the backup or restore again. Because backup and entire disk restores work incrementally, they will automatically resume where they left off when restarted.

### Memory Size Table

Increase the memory you have allocated to Retrospect by using the Get Info command from the File menu in the Finder. The following is a guide for how much memory Retrospect will need to back up large volumes:

1,700K for 3,500 files/folders (this is the default)

4,000K for 10,000 files/folders  
6,000K for 20,000 files/folders  
8,000K for 32,000 files/folders

If you are backing up volumes that contain a large number of files, you may need more than the recommended amount of memory.

#### Damaged A/UX Installations

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Proper A/UX operation depends on the behavior of a large number of files stored in specific locations within the directory hierarchy. Improper modifications to A/UX configuration files can cause file problems within the A/UX environment. If you suspect that important files have been corrupted, you should consider reinstalling A/UX and/or restoring from a backup.

#### Technical Support

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Technical support for this version of Retrospect is provided only by Apple Computer, Inc. If you require assistance, please contact Apple Computer at 1-800-SOS-APPL. Outside the United States, please contact your local authorized Apple Service Provider.

Additionally, the Tech Info Library has a large number of articles on Retrospect and Retrospect A/UX. Search the Tech Info Library by "Retrospect" or "Remote."

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Keywords: KSTS

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19960215 11:05:19.00

Tech Info Library Article Number: 12974