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Retrospect: If Tape Drive Not Visible in Devices Window 8/93

Article Created: 17 August 1993

TOPIC -----

Why is my tape drive not showing up in Retrospect's Tape Devices window?

DISCUSSION -----

To troubleshoot the problem:

- 1) Be sure the tape drive is turned on and properly connected and terminated.
- 2) Be sure the tape drive has a unique SCSI ID number.

If the drive still does not appear in the Tape Devices window, check the SCSI status. See "Checking SCSI addresses" on page 156 of the Retrospect User's Guide for details. If a "driver" appears installed for your tape drive, some other software has loaded itself inappropriately. Try running with fewer extensions to determine which extension is preventing Retrospect from accessing your tape drive.

Retrospect may be set to ignore the SCSI address your tape drive is set to. See "Checking SCSI addresses" on page 156 of the Retrospect User's Guide for details.

If you have a new type of tape drive, the tape drive may not be supported by the version of Retrospect you are using. To find out if a newer version of Retrospect is required for this tape drive, contact Technical Support and describe what information appeared in the SCSI Status dialog box for this drive.

For further information on working with 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: 12986