Seagate Software

Technical Support Bulletin # 23

Restoring issue for sets with overlapping drive letters

Problem:
Attempting to restore from a tape that contains appended backup sets with overlapping drive letters will result in "**0 Files Selected**" condition for all sets except the most recent backup. This situation is due to multiple backup sets that have same drive letter but *different volume labels*. The last volume label takes precedence and therefore is the only set that will restore correctly through the default restore procedure of using the **Folder View** for file selection.

Example:

First backup is of the local C: drive.
Second backup is C: drive on a networked machine.

The catalog on disk does not handle the drive letter, volume label and backup set association successfully. This situation results in the previously described condition.

Solution:
The solution is to make the restore file selections by using the **Media View** or **Device View** to log the media. This method will make the proper association between the backup set, drive letter and volume name. The restore procedure will now finish correctly.