



SilverKeeper V1.1.4 Questions and Answers

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Since LaCie released SilverKeeper several years ago, we have heard from many satisfied users. Thank you for your praise, and special thanks to those with questions and comments. Your comments have helped us improve SilverKeeper. With those improvements also come answers to some of your questions regarding the use of SilverKeeper. The following questions and answers may help you use SilverKeeper more efficiently:

Q: Can I make a bootable backup? How should I prepare my external drive?

A: Yes, you can make a bootable backup of your internal boot drive, but you should make the proper preparations.

1. If your external drive is considerably larger than your internal boot drive, it would be best to partition your external drive:
 - make one partition on the external drive the same size as or larger than your internal drive boot volume
 - the remainder of the drive can be left as one additional large partition, or you can make several partitions. For example a second partition can be dedicated to your music files, and another partition can be dedicated to your video files.
 - the first partition that is the same size as your internal boot drive will be dedicated to a complete system backup
2. Format each of the partitions as Mac OS Extended using Apple Disk Utility (OS X) or Silverlining (OS 9); Note: Silverlining password protected partitions cannot be used in OS X. You cannot make a bootable backup to an external drive that is formatted as UFS, NTFS, or FAT32. You also cannot make a bootable backup if the destination is a volume that is on a file server.
3. For OS X, make sure that "Ignore ownership on this volume" is NOT checked in the Finder "Get Info" dialog for the volume you wish to use as the destination.
4. To make a complete System backup (also referred to as "cloning"):
 - reboot your system to start fresh, and to be sure no other applications are running
 - format and erase the destination volume; be sure to erase after formatting. A complete System backup works best if the destination is completely empty. Format and erase assures that the destination is truly empty, and does not contain any hidden files that can affect a successful clone.
 - set the Source by dragging the icon for your boot drive to the SilverKeeper Source window
 - set the Destination by dragging the icon for your external volume that will contain the bootable backup to the Destination window

- save the SilverKeeper settings; if you have not already unlocked SilverKeeper and provided the admin password to authenticate, be sure to do so and save this setting, too. You must supply the Admin username and password.
- click on Go to start the backup process
- Be sure to test your new bootable backup, to make sure it works. You can only boot from external FireWire drives, and only on Macs that have a built-in FireWire port. You cannot boot when connected to add-on FireWire ports, or with the B&W G3 or the first G4 PowerMac with PCI Graphics. Other G3, G4, and G5 Macintosh computers with built-in FireWire ports may boot from external FireWire drives. You cannot make a bootable backup with a USB connection.
- Always start a fresh new backup after any system upgrade. Do NOT try to make a backup of a new system over an older system backup.

Note: you cannot repartition a drive without losing any files or folders that are on the drive. Every repartition or formatting operation will destroy the previous contents of the drive.

Q: How do I uninstall SilverKeeper?

A: Use the SilverKeeper Installer, and select Uninstall from the drop down menu dialog that states Easy Install.

If you want to uninstall manually, search for and delete the following files, folders, and packages:

- SilverKeeper folder (should be in the Applications folder)
- "com.LaCie.SilverKeeper.plist" and "SilverKeeper Prefs" (should be in the Home:Library:Preferences folder)

Note: as there may be multiple copies of these files and folders be sure to search for all of them, and delete as necessary

Q: Since I cannot make a bootable backup on an external drive formatted as FAT32, or on a shared volume on a server, what is the best way to completely backup my system?

A: When running OS X, the destination drive can be a disk image. This is a special file that can be created by Apple Disk Utility (OS X 10.3.x) or Disk Copy (OS X 10.2.x and OS 9).

The maximum size of a file on a FAT32 formatted drive is 4GB.

The maximum size of a file on a volume shared over a network may be as small as 2GB or as large as the network volume itself, depending on the operating system providing the shared volume. Consult your IT support person, or the server documentation for maximum files size information.

Using Disk Copy, or Apple Disk Utility, create a Disk Image file; you can specify the maximum size of the disk image. The Apple Disk Utility provided with OS X 10.3.x has provisions for a sparse disk image that has some size efficiencies. You can specify a maximum size, but it will remain as small as the actually used contents. It will grow in size up to the max size specified when created.

Once the Disk Image file is created, it should then be copied to the external drive or to the shared volume. Once it is copied, navigate to the disk image file on the shared volume. Double-click on the filename to mount it. Once mounted, an icon should appear on your desktop; this icon represents a writeable volume that you can use as a destination volume for SilverKeeper.

The disc image should be closed and unmounted when it is no longer in use. It can be unmounted by dragging the mounted volume icon to the trash or by selecting Eject from the Finder File Menu.

Note: if you use the sparse image format, the size will dynamically grow. However, if files are removed from the sparse disc image, the size will not be reduced.

Q: After installing a new version of SilverKeeper, it no longer works properly. What can I do to fix it?

A: This version of SilverKeeper is compatible with OS X 10.2.x, 10.3.x, including 10.3.9, and OS X Tiger, V10.4.1.

Be sure that you have the most current version of SilverKeeper. It is always available from <http://www.silverkeeper.com> or <http://www.lacie.com/silverkeeper>

Before you install a new version of SilverKeeper, we suggest that you do the following:

- make sure that you have a copy of the previous SilverKeeper installer so that you can go back if necessary
- make sure your previous backups are secure; when using the new SilverKeeper, take steps to assure that you do not accidentally destroy previous good backups or other important information on your external drive
- uninstall the currently installed SilverKeeper by following these steps:
 1. from within OS X uninstall SilverKeeper using the installer
 2. be sure that "LaCie Backup Support" extension is removed or disabled in the Classic>System Folder>Extensions Folder
 3. search for and delete the SilverKeeper prefs file; it is called:
 - "com.LaCie.SilverKeeper.plist" in OS X
 - "SilverKeeper Prefs" in OS 9

Note: you may find multiple copies of these files; be sure to delete all of them.

5. Boot from your OS X CD, and perform First Aid using Apple Disk Utility on source and destination disk drives. Apple Disk Utility is found in the Installer Menu of the OS X Install CD. You do not need to reinstall OS X!

Boot from your internal drive and use Apple's Disk Utility to restore/repair system file permissions

6. If you want to use SilverKeeper under OS X, reinstall SilverKeeper from OS X (not Classic), and redefine your backup sets. Be sure to unlock SilverKeeper and authenticate by supplying your admin password. You can unlock by going to the SilverKeeper Preferences menu item, or by unlocking in the Schedule pane of SilverKeeper.
7. And most important: don't run other applications when using SilverKeeper; also be sure of what you use as your destination. For best performance, make sure Destination Drive is formatted as Mac OS Extended.
8. To preserve permissions or use schedule under OS X, you must unlock SilverKeeper in the Preferences menu item, and provide Admin password. Be sure to save your Preferences after setting them.

Note: if you want to use SilverKeeper under OS 9, it must be installed when booted from OS 9; if you want to run under OS X, you must perform the steps listed above. If you switch back and forth between OS 9 and OS X, be sure that you save preferences for each version of the OS.

Q: Whenever I run SilverKeeper, I get an Error -43; what does this mean, and how can I prevent it from occurring?

A: This error usually results when your external drive is formatted as FAT32 instead of Mac OS Extended.

Both your Source and Destination drives should be Mac OS Extended.

The FAT files system is for PC and MS-DOS/Windows compatibility and has limits as to length of filenames, and what characters can be used for filenames; please see: <http://docs.info.apple.com/article.html?artnum=107032> for further information.

File and/or folder names may use characters that are not valid on the FAT32 formatted drive. This occurs because the Mac OS allows you to use certain characters in file names that Microsoft Windows operating systems do not allow. The alert message text does not make this clear and may be regarded as erroneous. If you frequently share files with Windows computers, you may wish to follow naming protocols for the version of Windows that is in use.

These are the characters that are not allowed: ? [] / \ = + < > ; : " , | *

Q: What is the purpose of the Exclusions Tab in the SilverKeeper application?

A: After you have defined the Source for SilverKeeper, you can choose files and folders within the Source that you do not wish to copy during the backup operation.

Q: What is the purpose of the "SilverKeeper_noRemove" folder on the destination?

A: Any file or folder in this "magic" folder will not be removed during Backup if they have been removed from the Source.

Q: What can I do to recover files on my external drive that were erased when SilverKeeper performed a Backup operation?

A: Be sure that you have set up SilverKeeper properly. The Destination will be replaced by the contents of the Source.

If you have copied over important information on the Destination, you may be able to recover removed files and folders with a data recovery application.

Q: Where can I get a copy of the SilverKeeper documentation in printed form?

A: The only documentation available is via the built-in Help system and the Readme, Change History, and Release Notes that are part of the SilverKeeper CD that came with your product, or on the download available from the SilverKeeper website.

Q: How do I backup to a CD or DVD?

A: SilverKeeper does not directly support backing up to a CD or a DVD using a burner.

You can indirectly do this in several steps:

- using a CD or DVD that is supported by Apple's Disk Burning support within OS X. You can determine if your drive is supported by the status given for your drive in the Apple System Profiler. It will state if Disc Burning is supported for your drive.
- you can insert a blank CD-R or DVD-R disc into your drive, and let the Finder use it as a writeable volume; once mounted and named, the disc will appear on your desktop as a writeable volume
- this writeable volume can be used as a destination for SilverKeeper

Note: SilverKeeper cannot span a large backup across multiple discs, so you will have to size your backup folders manually.

If your drive is not supported by Apple Disc Burning, you can use Toast (if you have it for your drive), and use it to create a disc image that can then be manually burned to a disc.

Q: How much free space do I need on the Destination when using SilverKeeper?

A: You should have at minimum at least 2X the size of the largest folder on your Source. This is because SilverKeeper makes a complete copy of each folder on the Source, before eliminating the previous Backup that was made.

Q: Does SilverKeeper do incremental backups?

A: What SilverKeeper actually does is a mirror operation. The end result is that the Destination will be a duplicate of the Source after the Backup operation completes.

To save copying time, SilverKeeper will only copy the changed or newer files, and reuse previously copied files from previous backups.

If the Copy Set to Folder option is used, the older version of the file is left behind in another folder that is related to the Destination folder by name. Number of previous generation folders kept is determined by setting the Number of Copies in the Options tab.

Q: How many schedules can be set?

A: Really, only one, despite what you may assume from the Schedule tab. There is only one schedule and it applies to ALL defined Backup sets.

Q: Is there a version of SilverKeeper for Windows?

A: No. There are many, many freeware and shareware backup programs for the Windows environment. Microsoft also includes a Backup application with 98, Me, 2000, and XP Pro. Please refer to:
http://www.microsoft.com/windowsxp/using/setup/learnmore/bott_03july14.msp

Q: Is SilverKeeper compatible with my server?

A: SilverKeeper was designed and tested to run on client or ordinary versions of the Macintosh OS. LaCie recommends using SilverKeeper on Mac OS 9.2.2 and OS X 10.3.x or 10.4.x

SilverKeeper may work without problems on earlier versions of Mac OS 9 and Mac OS X, but is dependent on CarbonLib V1.5 or newer for proper operation.

SilverKeeper has NOT been tested for use with AppleShare Server or with OS X Server. While SilverKeeper may use shares from these server operating systems, we do not recommend running SilverKeeper on the Macintosh computers that are running these server versions of the operating system.

SilverKeeper should be run from a Macintosh computer that is running Mac OS 9 or Mac OS X.

Q: Why can't SilverKeeper be used to backup at Shutdown when running OS X?

A: When OS X receives the user request to Shutdown, all applications must close, or be forced to close within 8 seconds. This is NOT enough time to complete a backup.

You can always manually start a backup, and then shutdown after the backup completes.

Q: Certain files are not backed up by SilverKeeper; why?

A: SilverKeeper cannot properly backup files that are in use, or that may be open for writing by other applications. Therefore, SilverKeeper works best if other applications are not running during the Backup operation.

Q: Why can't I synchronize my bootable backup with my boot drive?

A: This is not recommended. Synchronize operations should be limited to Source and Destination folders that contain data and document files.

Note: Synchronize operations may actually confuse some applications, since there may be preference files that are related to file structure within a folder. Copying, changing, or removing files from these application folders may confuse the application, causing it to not work correctly.

For example, do not try to synchronize your iTunes or iPhoto folders; refer to your iLife documentation for properly combining iTunes and iPhoto libraries.