

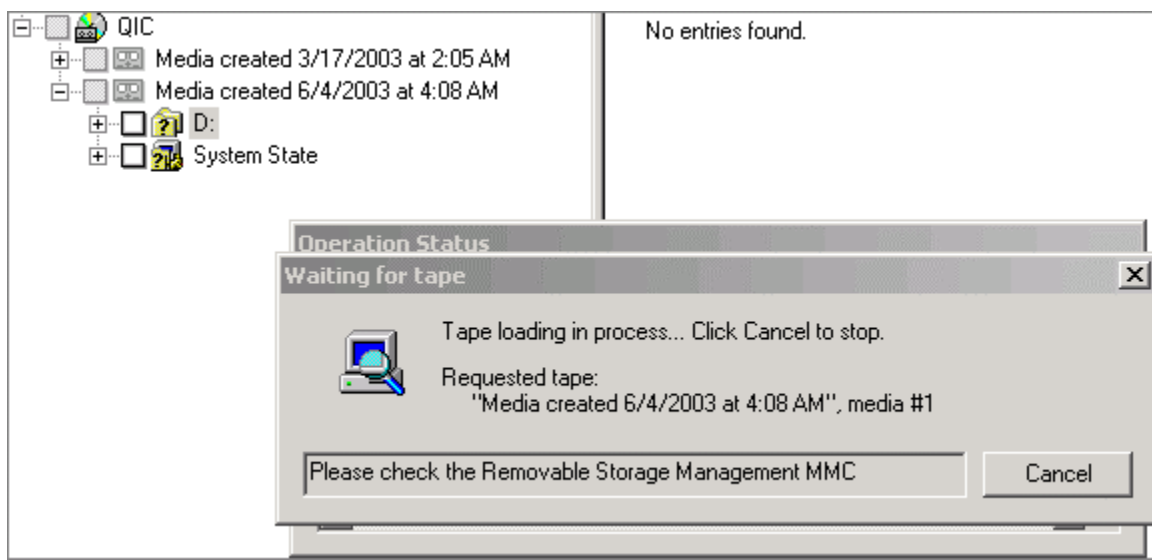
## Fixing “Removable Storage” Error While Restoring from Backup

### Key Words

Restore, Backup, Tape Loading, Waiting for Tape, Removable Storage, Media Pool, QIC, Free, Import, Unrecognized

### Situation

When attempting to restore from backup, and double-clicking the drive volume that contains the files you want to restore, the “Removable Storage” error (shown below) may occur.



### Reason

This type of error occurs when system is attempting to load the media (such as disk, tape, or recordable CD, etc.) but cannot catalogue it. The error could have one of numerous causes. For example:

- If the source media you selected did not match the tape that you had inserted into the drive volume, make sure the icon you double-clicked is the correct volume, and is in the correct branch of the list, then try again.
- Perhaps the system cannot recognize the label type and label ID. The system will list the tape under the Unrecognized media pool, where the system categorizes blank or new media that it cannot recognize.
- If the system cannot recognize the label ID but the type is recognizable, the tape may be listed under the Import media pool. This is where the system categorizes media that has been created elsewhere but has not yet been used before in the current system.

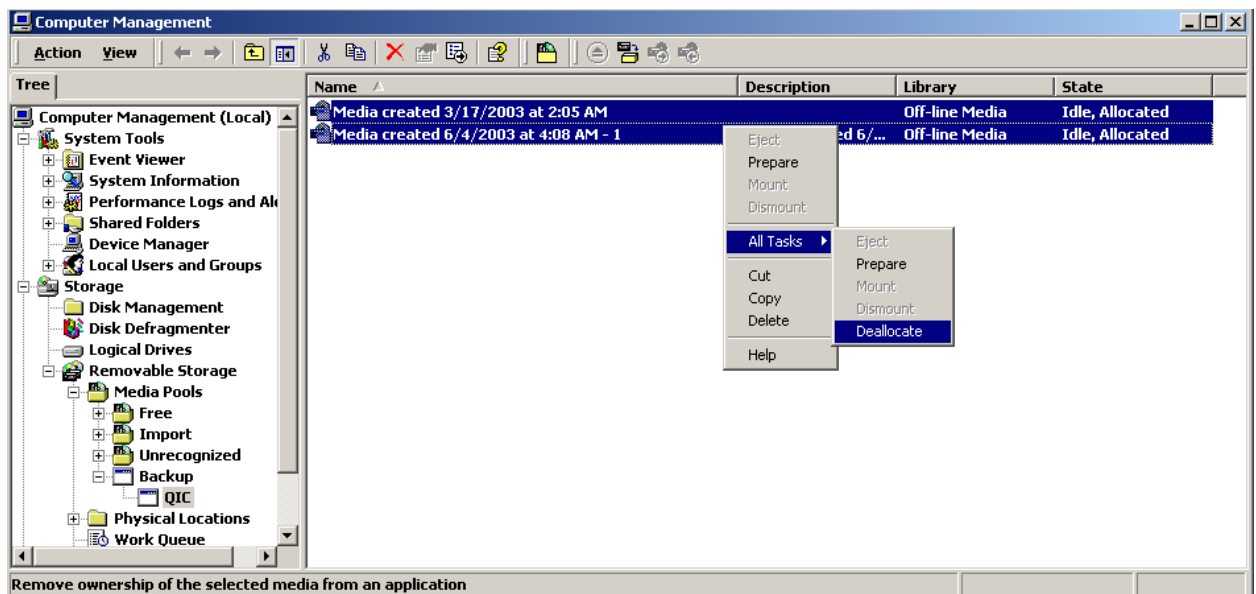
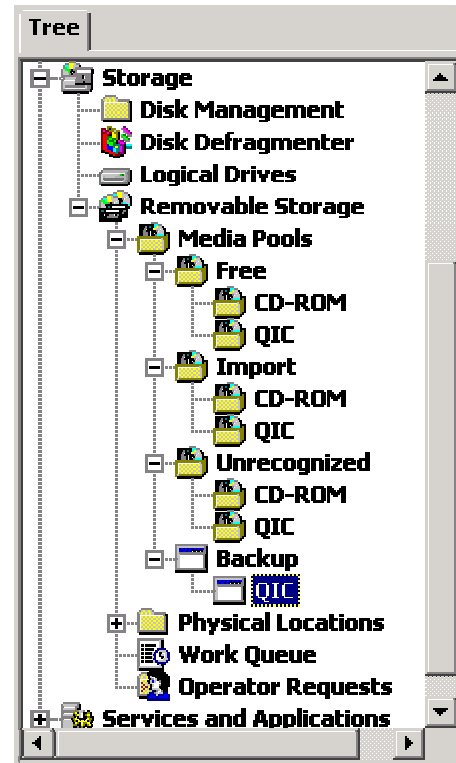
We will explain how to update your media pools settings.

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## Solution

To fix the error so that you can restore from backup, follow these steps:

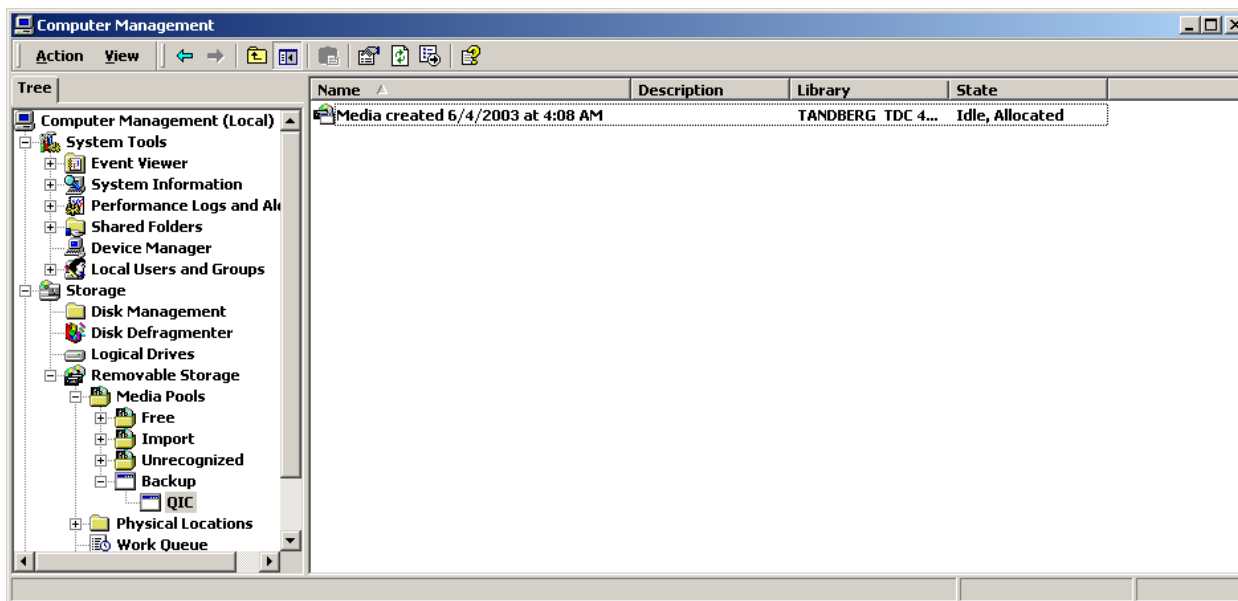
1. In the Waiting for Tape error box, click **Cancel**.
2. Eject the tape, and close the backup program.
3. On your Windows Desktop, right-click **My Computer**, and select **Manage**.
4. Click the + icon to expand **Storage**, **Removable Storage**, and **Media Pools**, and the four items under Media Pools: Free, Import, Unrecognized, and Backup.
5. Make sure that there is no + icon beside the **QIC** icon under Free, Import, Unrecognized, and Backup, as shown here.
6. Under **Backup**, click the **QIC** icon. A list of media appears in the columns to the right, as shown below.
7. Select all items on the list of media, by holding down the SHIFT key and clicking each item.
8. Right-click the selected list, then click **All Tasks** > **Deallocate**, as shown below.



The State of all selected items changes to “Idle, Available.”

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9. Delete the available items by clicking the red X button (✖) on the button bar.
10. At Are You Sure, click **Yes**.
11. Put the tape back into the drive, and listen for it to finish spooling. (On some tape drives, a light will blink as the tape spools and turn solid after the tape is read.)
12. Check the items in Computer Management again, under **Storage > Removable Storage > Media Pools > Backup > QIC**. If necessary, click the Refresh button (🔄) on the button bar. The screen should look like the figure below.



### Additional Information

For instructions on restoring backups, see FAQ File #93: Restoring backups under Windows 2000, available on our Web site at

<http://www.ddms.com/Resources/Support/faq/windows/restore-win2k.pdf>

Other Windows FAQ files are listed on our Web site at

<http://www.ddms.com/support/faq/nt.htm>

For help on using Computer Management, click the online help button. You will find **Media Pools** information under **Removable Storage**.