

# Troubleshooting Phoenix Problems

Generally when Phoenix is performing either the creation of a Phoenix Boot Volume or a volume copy, assuming the drives being used for the source and target volumes are in good condition, there shouldn't be any problems. However, problems may arise if any of the following occurs:

1. Either (or both) the source or target volume has problems of some sort.
2. The drive isn't recognized by the system.
3. The drive isn't recognized by Phoenix.
4. Some of the files Phoenix attempts to target for copying don't exist on the system.

For item 1, this type of problem is typically manifested by the system producing "spinning beach balls" indicating there's an I/O error of some sort occurring, and possibly causing the system to lock up. This is typically a hardware problem. The log files for Phoenix should be reviewed to see if they reveal the source of the problems. You may wish to test your system with Scannerz for Mac OS X to try and isolate the problems.

For item 2, the drive typically isn't recognized by the system and won't be recognized by Phoenix either. We've seen instances where the OS, for reasons unknown, fails to recognize a perfectly valid drive once in a while. This is often corrected by rebooting the system. If the problem persists there is likely something wrong either with the drive itself or with the indexing system on the drive. We'd recommend using Disk Utility to check the volume in question. If the volume is in a format that the OS can't recognize, Phoenix won't recognize it either. Such a drive may manifest itself as an empty entry in the list of pull down drives from the source and target volumes.

For item 3, Phoenix only works with drives formatted using Mac OS X formats. It shouldn't be used with any other drive formats and won't necessarily work with them. Although it might recognize a Windows®/MS-DOS® formatted drive, as far as we're concerned attempting to perform Phoenix Boot creation or volume copies on such a drive or volume is undefined, not supported, and not recommended.

For item 4, this may or may not be an error. It's typically not an error, particularly with a Phoenix Boot Volume creation. When Phoenix prepares to create a Phoenix Boot Volume or perform a volume copy, it generates a task list. The task list has items in it that in some cases are pre-defined by Phoenix. If one of the tasks Phoenix tries to perform is being done on missing files, then the log files will indicate that the copy operation didn't complete successfully. For example, when creating a Phoenix Boot Volume, Phoenix assumes that every application that was installed in an original installation is to be copied to the Phoenix Boot Volume. If the user has deleted some of these applications because they never use them, when Phoenix tries to copy them it won't succeed because they've been deleted by the user. Phoenix can only copy what's in place, it can't create missing applications.