

IWS Technical Services TB# 02-003	TECHNICAL BULLETIN	Page: 1 of 1
Originator/Phone #: IWS Tech Services/ (800) 760-3205		Date: 6/3/2002
TB Title: InfoWorkSpace Backup/Restore Interface		
System (Subsystem): Windows NT/2000; Solaris		
CRs: 5980	Media: Utilities CDROM Release v2.1 and v2.5	Version: IWS v2.1and v2.5
<p>Problem Description(s):</p> <ol style="list-style-type: none"> 1) The label for the Directory Server is “Netscape Directory”. This can be confusing to the users, as they don't know whether to enter the path to the browser, web server or directory server. 2) An error displays in the terminal window: "Error in BackupRestore.getinstallDirs<>"... General Exception= java.util.NoSuchElementException" occurs when using active Directory. 3) When locating a file to backup to, you cannot create a new folder. You have to exit the GUI, create the backup folder, and return to the GUI. 		
<p>Solution(s):</p> <ol style="list-style-type: none"> 1. The “Netscape Directory” label refers to the Netscape Directory Server’s path, not the directory where Netscape is installed. Example: “C:\Netscape\Server4”. 2. This error should be ignored. Active Directory is “read-only”, and therefore cannot be restored to. 3. Backup folder must exist prior to backing up data. The backup folder may not contain spaces or special characters. Underscores can be used in the directory name. <p>A dated folder format is recommended. Example Folder Name: 05062002</p>		