



# Tech Info Library

## Hard Drives: Crosslinked Files (5/93)

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TOPIC -----

I have a Quadra 700 system that has two external 1 GB hard drives which are mirrored. Recently, some files disappeared from the mirrored hard drives. I ran Norton Utilities and found several directory errors, one of which was listed as a F-link error. The last statement on the Norton Utilities report listed 30 crosslinking errors.

What is a crosslink error and how can it occur?

DISCUSSION -----

A crosslink error can be reported by Norton Utilities Disk Doctor during the Checking Allocation stage. Crosslinking occurs when two or more files that are unique have the same file ID. Norton Utilities will see this and produce a message that the files are crosslinked (these files will then be listed). Generally, in order to recover a crosslinked file, you must perform a Volume Recover on the hard drive.

Since you have two 1 GB drives which mirror each other, it is possible that files on each drive have the same file ID, hence the crosslink errors.

Symantec informed us that Norton Utilities reports only true crosslinking or other errors if they could be lumped into that category. Symantec Technical Support assured me that a crosslink error reported by Norton was always related to the file ID.

We have not heard any issues of this type related to the Quadra computer nor are we able to attempt to duplicate the issue since we do not provide 1 GB drives for use with the Quadra 700.

We recommend you contact the manufacturer of the 1 GB drives for further assistance.

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