

# Troubleshooting

## It take a long time to mount the deduplication backup image, and copy the file

### Summary

It may take a long time to mount the deduplication backup image, and copy the file. This, reads the information in the file, scans where the fragment of the deduplicated file is located, and restores the file to its original capacity state, which very slows the processing.

Therefore, the transfer rate of the copy is reduced to about 300KB/Sec.

### Resolution

If you frequently mount the backup image and restore the file, please change from deduplication to standard compression.

### Target Product

- ActiImage Protector 2016R2 / 2018

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