

ERROR WHILE TESTING FILESYSTEMS: PROBABLE NTFS CORRUPTION.

SCOPE

This article covers the following error:

Recent Error For QA-WIN2KA - 6/4/13 - 11:01:53 am	Dismiss Error
Error while testing filesystems: Probable NTFS corruption. Origin system needs a chkdsk /R on specified volumes. File restores may fail until the issue is resolved. The filesystem check failed on the following volumes: C	Search KB
	Show Details

Example: Error while testing filesystems: Probable NTFS corruption.

Note: *The backups are not failing, this error populates after a successful backup is tested for NTFS issues. File restore and even local virtualization functionality may still work.*

CAUSE

The NTFS filesystem is not able to mount in a read/write state and/or the NTFS structure is in an unhealthy state, which could include issues with the Master File Table (MFT), sector counts, etc.

SOLUTION

1. Schedule a maintenance window and run chkdsk /r to determine if there are any damaged sectors on the volumes. After this is complete, run another chkdsk to verify the volumes are marked clean
2. Force a differential merge from the advanced options tab on the agent showing the errors.

Force a Differential Merge (Next Backup will be an incremental)

Clicking the link below will force a re-association of backup increments. The next backup will traverse all protected volumes and only create a backup consisting of the changes since the last backup. It will take the time of a full backup but will not take the space of a full backup. Learn more about diff merges [here](#).

[Force a diff merge](#)

3. After the differential merge is complete, verify your backups by mounting them for file restore and ensuring that data is present in the volumes.
4. If not, contact QBR Technical Support to verify the device on the back end to ensure that nothing is preventing the HIR process from running without interruption.

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5. The last step before going to Technical Support is to delete the image for the affected volume from the **Advanced Options** page and then force a backup. The backup will be a new full image for the affected volume so please be aware of the space available.