[V7] ISSUE: "Failed to list file (The volume does not contain a recognized file system. Please make sure that all required file system drivers are loaded and that the volume is not corrupted)" when performing a granular restore on Hyper-V guest

Article ID: 5255
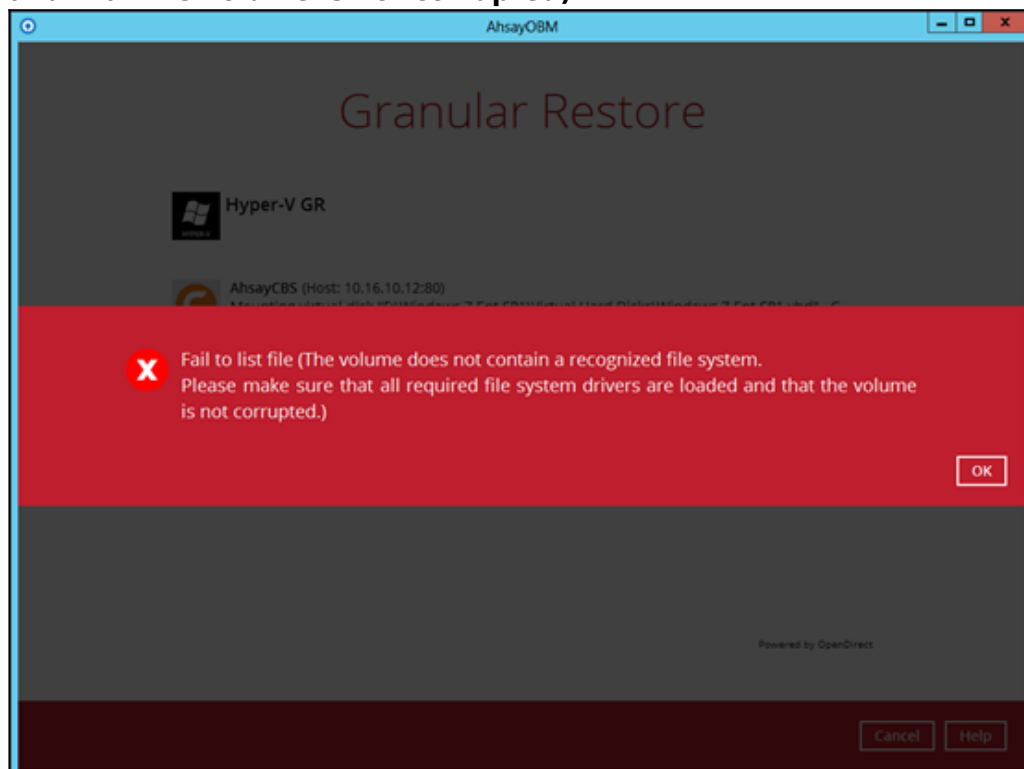**Reviewed:** 2017-07-14

Product Version:
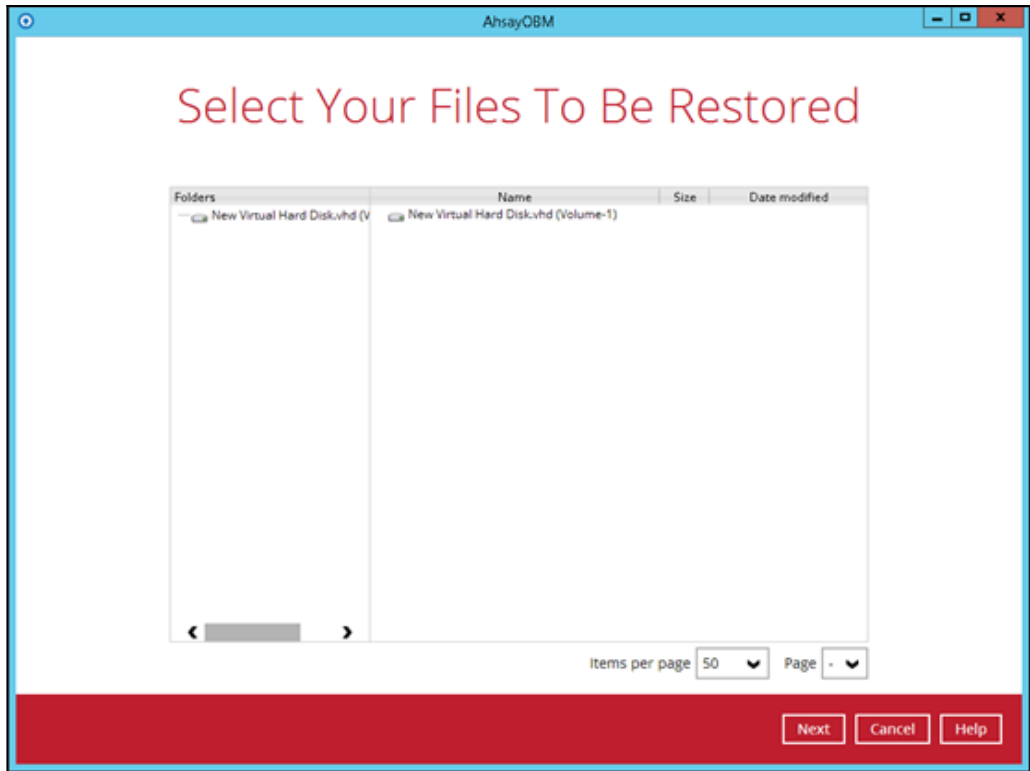AhsayOBM / AhsayOBR: 7.13.0.0 to 7.x
OS: Windows

ATTENTION 1st January, 2022: v7 officially End-of-Life [details]

Description

When performing a granular restore of a Hyper-V guest VM the following error message is shown by AhsayOBM when trying to mount the virtual disk **"Failed to list file (The volume does not contain a recognized file system. Please make sure that all required file system drivers are loaded and that the volume is not corrupted)"** .

When browsing the virtual disk in AhsayOBM the contents is empty.

Last
update:
2021/12/16
05:25
public:5255_issue:failed_to_list_file_the_volume_does_not_contain_a_recognized_file_system._please_make_sure_that_all_required_file_system_drivers_are_loaded_and_that_the_volume_is_not_corrupted_when_performing_a_granular_restore_on_hyper-v_guest https://wiki.ahsay.com/doku.php?id=public:5255_issue:failed_to_list_file_the_volume_does_not_contain_a_recognized_file_system._please_make_sure_that_all_required_file_system_drivers_are_loaded_and_that_the_volume_is_not_corrupted_when_performing_a_granular_restore_on_hyper-v_guest

Cause

The drive(s) of the Windows guest VM is encrypted with security software, i.e. BitLocker or other third party security software

Resolution

To resolve this problem we recommend you either:

1. Use RunDirect to power on the guest VM, unlock the drive using the security software to access the files/folders on the drive.
2. Restore the guest VM to Hyper-V host and power on the guest, unlock the drive using the security software to access the files/folders on the drive.

Keywords

Hyper-V, guest VM, granular restore, encrypted volume, BitLocker