[V7] ISSUE: One of the volumes specified for backup is invalid because it is either not on a fixed drive, is not formatted NTFS/ReFS, or is read-only. (MS Windows System / System State backup)

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Product Version:
AhsayACB / AhsayOBM: 7.3.0.0 to 7.x
OS: Windows

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

Problem Description

When performing a MS Windows System or System State backup, the following error message is displayed on the backup client interface, or in the backup report:

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	[...] "Retrieving volume information..."
*	info	...	[...] "One of the volumes specified for backup is invalid because it is either not on a fixed drive, is not formatted NTFS/ReFS, or is read-only.
*	info	...	[...] "To convert the file system on a volume from FAT32 to NTFS, at an elevated command prompt type:"
*	info	...	[...] "CONVERT /FS:NTFS"
*	erro	YYYY/MM/DD hh:mm:ss	[...] "[Error]"
*	...	...	...

Cause

This issue will occur if one of the source volume selected for the backup (system reserved or recovery partition) is not formatted in NTFS or ReFS.

To display a list of volumes in a disk:

1. Open an elevated command prompt, run diskpart.
2. Enter the following command:

```
DISKPART> list volume
```

Resolution

To resolve the issue, convert the corresponding volume to NTFS format:

1. Open an elevated command prompt.
2. Enter the following command (drive_letter is the letter of the drive to be converted):

```
convert ${drive_letter}: /fs:ntfs
```

Note:
Command Reference (http://go.microsoft.com/fwlink/?LinkId=143749).

Keywords

ntfs, refs, readonly, fixed, systemstate, system, state, ad, image

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