## **Error Code 1117 IO error**

You may see the following error in your backup log:

Backup aborted! - Unable to read from disk - Error Code 1117 -The request could not be performed because of an I/O device error.

Error code 1117 is generated by Windows operating system and is *always* caused by Input / Output (I/O) throughput issues with either the disk or the controller that it is attached to.

To resolve this error check the disk for possible errors.

- 1. Run an elevated MS-DOS command prompt
- 2. At the command prompt type:

```
chkdsk <volume drive letter> /r /f
```

**Note**: A **'Read'** error is generated by the image **source** disk and a **'Write'** error is generated by the backup **target** disk. Please use the appropriate drive letter in the chkdsk command.

3. If you receive the message Would you like to schedule this volume to be checked the next time your system restarts? Press 'Y' followed by Enter

Your entire file system will be checked for errors. This may take some time to complete.