

# Unable to read from disk - Error Code 121 - The semaphore timeout period has expired.

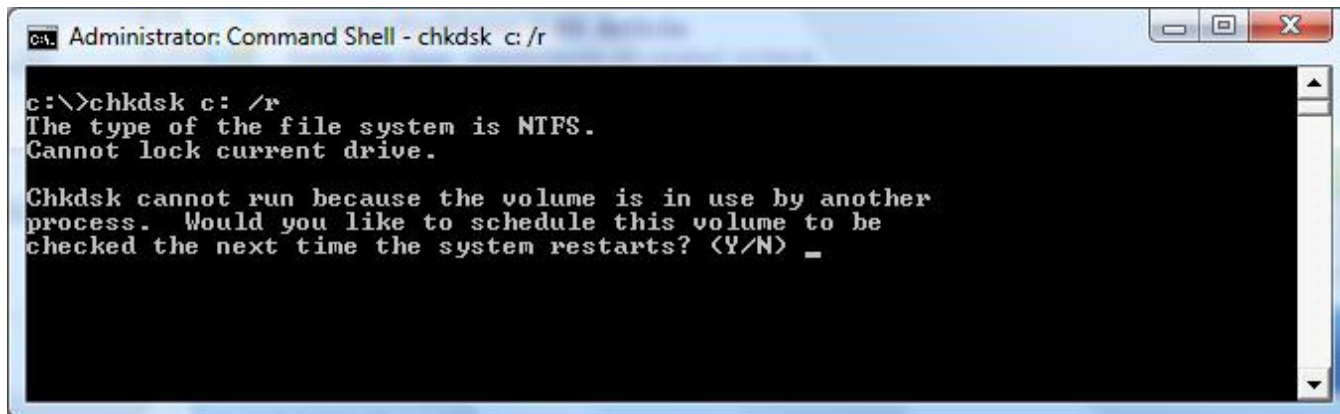
This article explains a possible solution for the following error displayed in an image backup log:

**Backup aborted! - Unable to read from disk - Error Code 121 - The semaphore timeout period has expired**

The problem is likely to be caused by a file system problem on the source drive that is being imaged.

Run **chkdsk c: /r** from a command prompt.

**Note:** Replace 'c:' with the drive letter that you are imaging.



**Note:** The '/r' switch is important and will cause the entire file system to be checked for bad sectors. This will require a reboot to complete and may take some time.

To open a command prompt:

- In Windows XP and Server 2003: Click 'Start' > 'All Programs' > 'Accessories' > 'Command Prompt'.
- In Vista/7/8 and Servers 2008/2011/2012 follow steps from a.  
(Note: if at START screen in Windows 8 start at b.)
  1. Press keyboard ?Windows key?
  2. Type word '**command**'
  3. Then right-click on ?Command Prompt?
  4. From menu click 'Run as administrator' (in Windows 8, menu is at bottom of screen)

**Enter 'Y'** if you receive the 'schedule this volume..' message.