

# 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.