

[System State Backup] I/O device error



Error Description

```
[System State Backup]
[System State Backup] The operation ended before completion.
[System State Backup] The request could not be performed because of an I/O device error.
Start running post-commands
Finished running post-commands
Deleting temporary file F:\
[java.io.InterruptedIOException] Failed to generate the backup image of System State Backup
Backup completed with error(s)
```

Resolution

Cause 1

The request could not be performed because of an I/O device error. This error can be generated due to underlying hardware problem with the destination storage drive. You may also see similar error messages appear in the backup report:

- Backup stopped before completing.
- One of the backup files could not be created.

Running a **Chkdsk /F /R** on the volume and defragmentation of the source and destination drives may resolve this problem.

Cause 2

This error can also be generated due to the sector size of the disk being 4096 bytes (drives generally larger than 2TB). This is a limitation within the Windows operating system, and formatting the drive to a compatible sector size may or may not resolve the issue. You will need to backup to a destination drives that is under 2TB in total size and formatted with a sector size of 512 bytes.

To find the sector size of a drive, run the following command: **fsutil fsinfo ntfsinfo x:** where **x** is the drive letter. Refer to the bytes per sector line in the output to view the sector size of the drive.