Frequently asked questions and solutions

1. **Mount failure message: "The file system is not available."**

The error indicates that macFUSE authorization failed and it cannot be loaded by the system. Visit the Helper installation help document and check whether macFUSE is correctly authorized. Authorization mainly consists of 2 steps.

2.1 Computers with M chips need to enter recovery mode and enable support for third-party kernel extensions. This step is very important and must be enabled, otherwise the NTFS extension driver will not be able to run and NTFSSync will not be able to mount NTFS devices in read-write mode.

2.2 Allow loading of macFUSE kernel extensions (intel and M chips). After allowing, you must restart the device. If you do not restart the device, the authorization will be invalid and macFUSE will still not be able to run.

After confirming that all the above steps have been completed, please unplug and re-plug the device, then click the '**Open Read&write**' button again.

2. **Mount failure message: "Mount point ... is itself on a Mac."**

This mount error indicates that the mount path is already in use and cannot be mounted again. This typically occurs when the device is unplugged directly, leaving the previously mounted path occupied and not released. Restarting the computer should resolve this issue.

3. **Mount failure message: "The disk contains an unclean file system" etc**

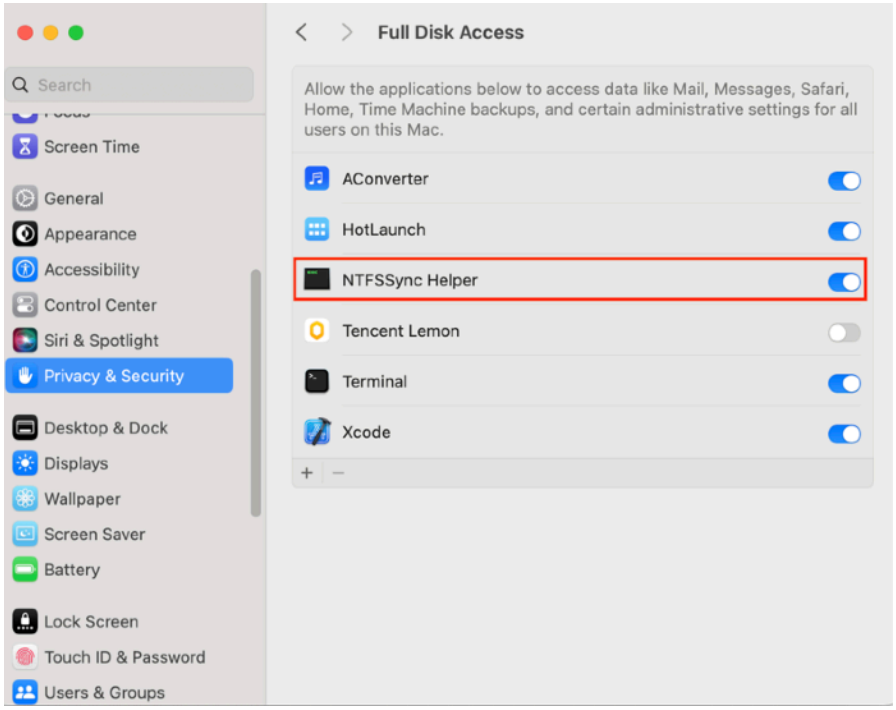
This error indicates file system errors. Please follow the repair process outlined in **point 7** before attempting to remount. If the issue persists, follow **point 9** to repair it in a Windows system.

4. NTFSSync Helper is not authorized for full disk access

NTFSSync Helper requires full disk access to read and write NTFS mounted disks.

Authorize in System Preferences -> Security & Privacy -> Full Disk Access"

macOS13 and above:



macOS12 and below

If NTFSSync Helper is not listed in the Full Disk Access list, please click the '+' button and manually add the file /Library/Application Support/NTFSSyncHelper/NTFSSync Helper to the list.

5. NTFSSync Helper has already been granted full disk access, but it continues to prompt for full disk access authorization

5.1 It might be the case mentioned in **point 6**, where the NTFS disk contains Windows partitions or is a system boot disk. In this case, follow the procedure outlined in **point 6**.

5.2 Unsafe ejection of the disk causes mounting abnormalities. Unsafe ejection but direct unplugging of the device may cause device mounting abnormalities. In this case, you can try restarting the computer and remounting.

5.3 Use the disk repair feature mentioned in **point 7** to perform repairs. After repairs are completed, attempt to mount for read and write access again.

5.4 If none of the above steps work, you can try disabling **System Integrity Protection (SIP)** by following these steps:

- Restart your computer to enter recovery mode.
- Open Terminal from the Utilities menu.
- Type the command: “csrutil disable” and press Enter.
- Restart your computer.

6. If the NTFS disk contains Windows partitions or is a system boot disk.

NTFSSync may fail to mount due to the introduction of the 'Fast Startup' feature in Windows 8. Enabling Fast Startup locks data, preventing the disk from being mounted in read-write mode. You can disable Fast Startup in the Windows system.

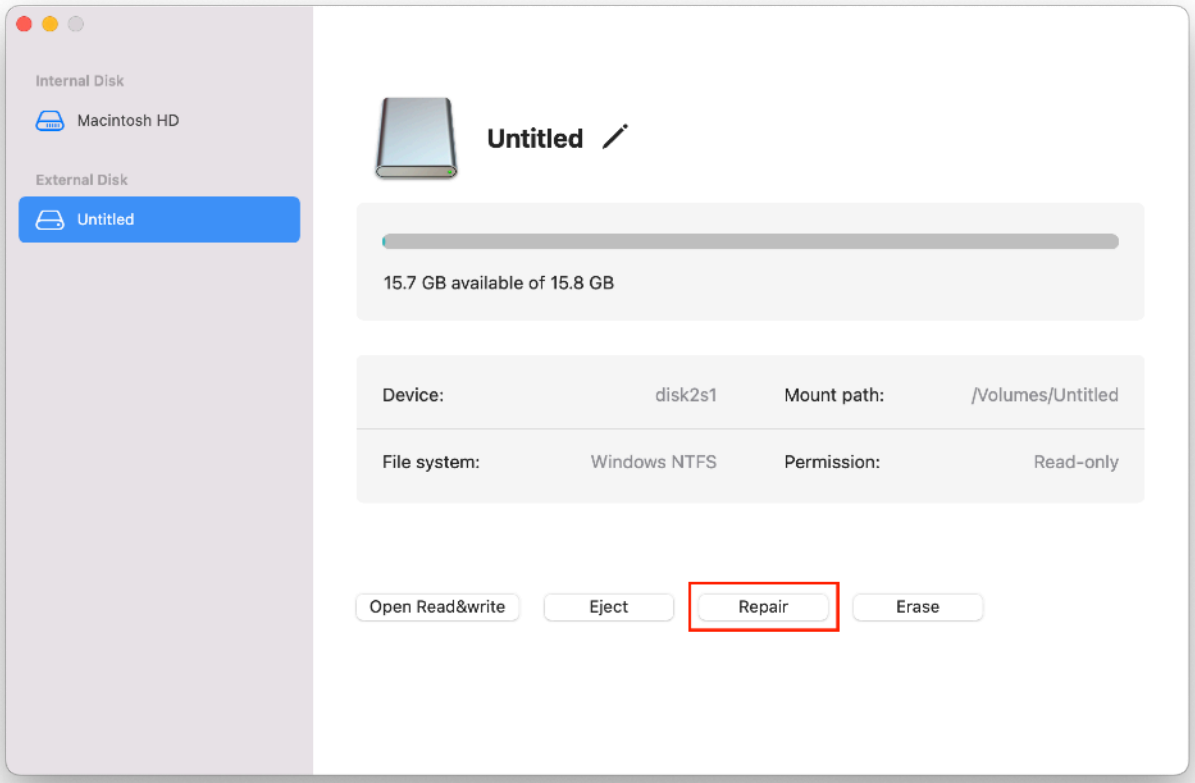
The procedure is as follows:

- Boot into the Windows system from the external hard drive.
- After Windows has booted, run PowerShell with administrator privileges.
- Run the command 'powercfg /h off’.
- Restart the Windows system for the changes to take effect

7. Use the disk repair feature in the NTFSSync software

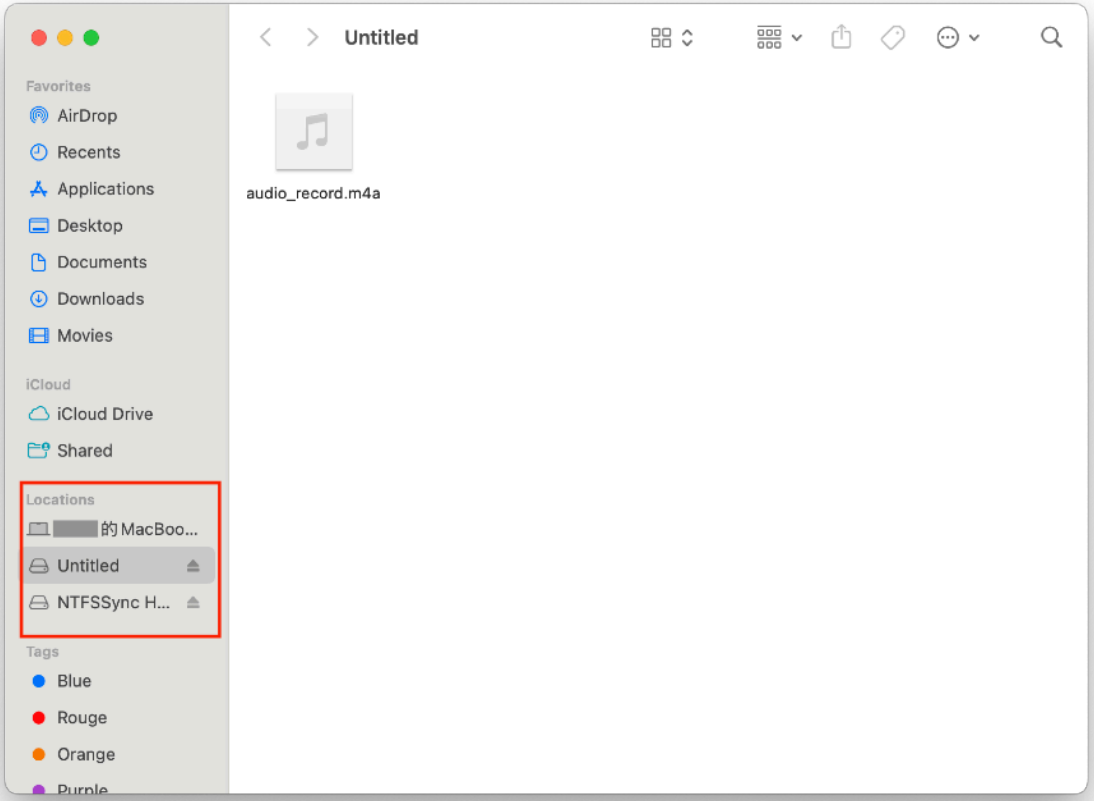
Insert the NTFS disk into the computer and open the NTFSSync software. Use the 'Repair' feature in the software for disk repair. This is primarily aimed at the following situations:

- Grayed-out files on the disk that cannot be modified or moved.
- File system damage preventing the disk from being mounted in read-write mode.



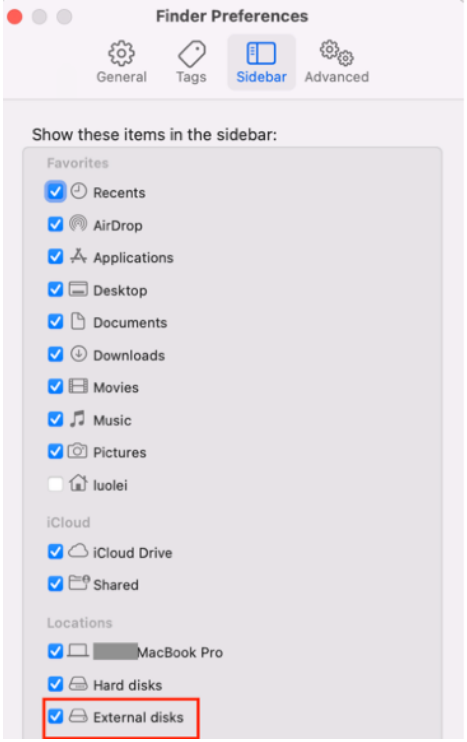
8. After the device is plugged into the computer, NTFSSync cannot recognize the device

NTFSSync currently can only recognize devices mounted by Finder. If the device is not mounted by Finder, NTFSSync cannot recognize it. The device is not mounted by Finder. Usually the device is removed abnormally, causing a mounting error. In the picture below you can check whether the device is mounted by Finder.



8.1 If the device has been plugged into the computer but is not displayed in Finder, you can restart the computer. After restarting the computer, the device will generally be recognized.

8.2 Confirm that Finder -> Preferences -> Sidebar has the external drive option checked. Only after this option is checked will the external drive appear in the Finder



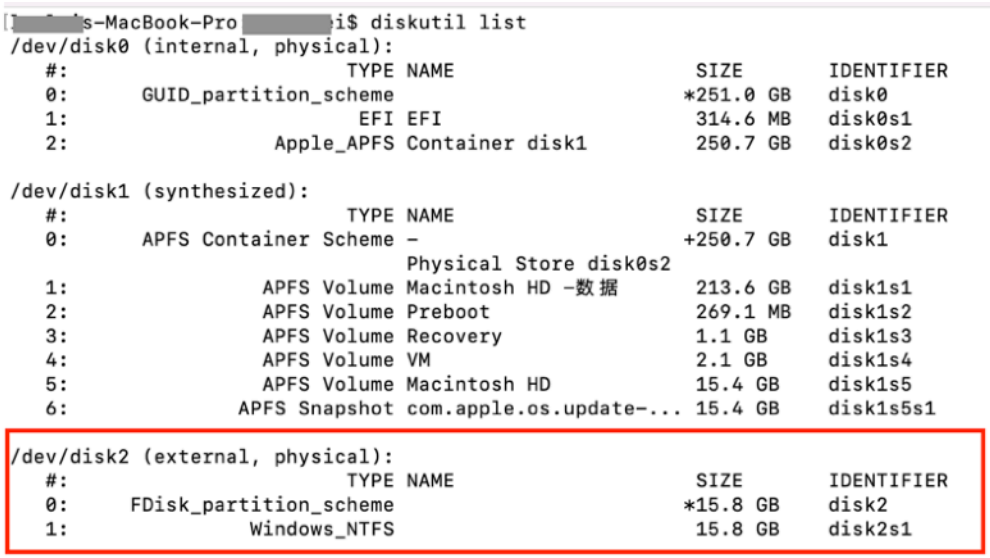
8.3 Exit other NTFS software, as they might unmount it when the drive is inserted, causing it not to appear in Finder.

8.4 After using the disk on a Windows system, it was removed without safely ejecting.

Directly removing the device may lead to file system damage and unrecognized by the system. To address this, reinsert the device into a Windows computer for proper ejection, then reconnect it to a macOS system.

8.5 Open the 'Disk Utility' app to see if you can find the disk you inserted. If you can see your disk and it shows as unloaded, right-click on the disk and select load.

8.6 Open the 'Terminal' app, type the command: diskutil list, then press Enter. Find your NTFS disk in the list.



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[redacted]s-MacBook-Pro [redacted]i$ diskutil list
/dev/disk0 (internal, physical):
   #:                       TYPE NAME                    SIZE       IDENTIFIER
   0:      GUID_partition_scheme                        *251.0 GB   disk0
   1:                        EFI EFI                     314.6 MB   disk0s1
   2:                 Apple_APFS Container disk1         250.7 GB   disk0s2

/dev/disk1 (synthesized):
   #:                       TYPE NAME                    SIZE       IDENTIFIER
   0:      APFS Container Scheme -                      +250.7 GB   disk1
                                 Physical Store disk0s2
   1:                APFS Volume Macintosh HD -数据       213.6 GB   disk1s1
   2:                APFS Volume Preboot                 269.1 MB   disk1s2
   3:                APFS Volume Recovery                1.1 GB     disk1s3
   4:                APFS Volume VM                      2.1 GB     disk1s4
   5:                APFS Volume Macintosh HD            15.4 GB    disk1s5
   6:              APFS Snapshot com.apple.os.update-... 15.4 GB    disk1s5s1

/dev/disk2 (external, physical):
   #:                       TYPE NAME                    SIZE       IDENTIFIER
   0:     FDisk_partition_scheme                        *15.8 GB    disk2
   1:                Windows_NTFS                        15.8 GB    disk2s1
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Then, type the command: sudo ps -ax l grep disk2s1 in the Terminal, and press Enter. Replace disk2s1 with the name of your NTFS disk device. This command will list the processes occupying the disk.

13699 ?? 11:52.83 /System/Library/Filesystems/hfs.fs/Contents/Resources/./fsck_hfs -y /dev/disk2s1

Then, type the command in the Terminal to kill this process: sudo kill 13699, where 13699 is the process ID you observed.

9. To repair an NTFS disk in a Windows system, use the chkdsk command.

When the commands in the software fail to repair the NTFS disk, you need to use the chkdsk command in a Windows system to perform the repair. Before repairing, it's recommended to back up the data on the disk, as the repair function may cause some data loss. Here's the procedure:

- Search for 'cmd' in the search bar.
- Run Command Prompt as an administrator.
- In the Command Prompt window that appears, type: chkdsk /f <drive label> and press Enter.
- After the command execution completes, safely eject the disk and then insert it into the Mac computer.