# Frequently asked questions and solutions

1. 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.
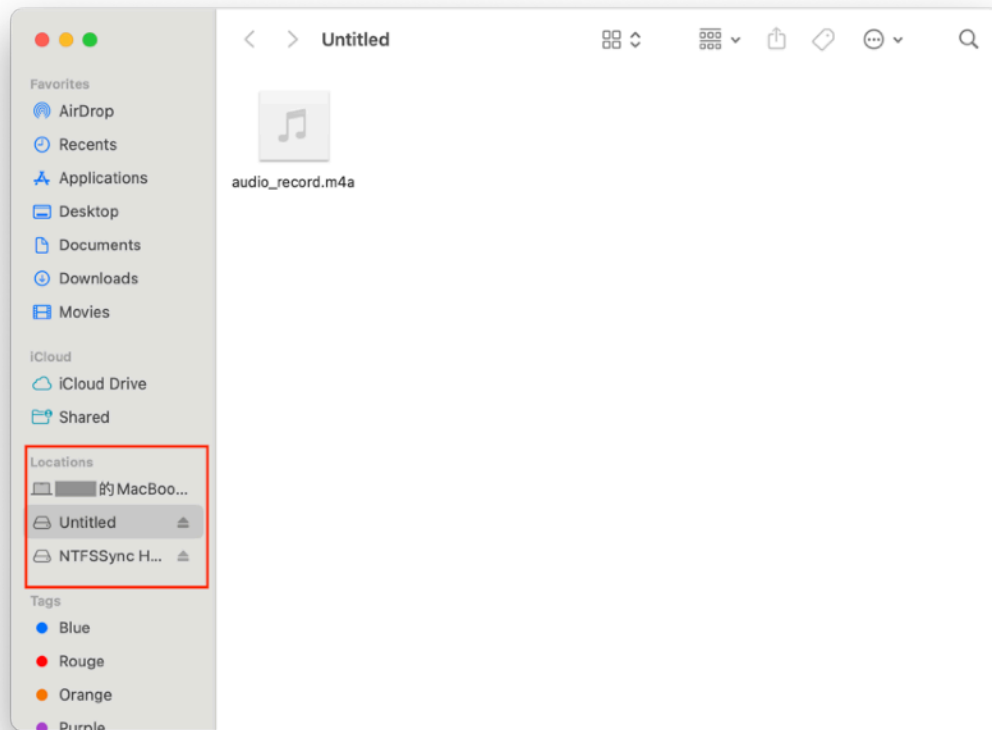
If the device has been plugged into the computer but is not displayed in Finder, you can restart the computer. After restarting the computer, the device will generally be recognized.

2. macFUSE is not properly authorized, causing NTFSSync to fail to read, write and mount NTFS disks

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.
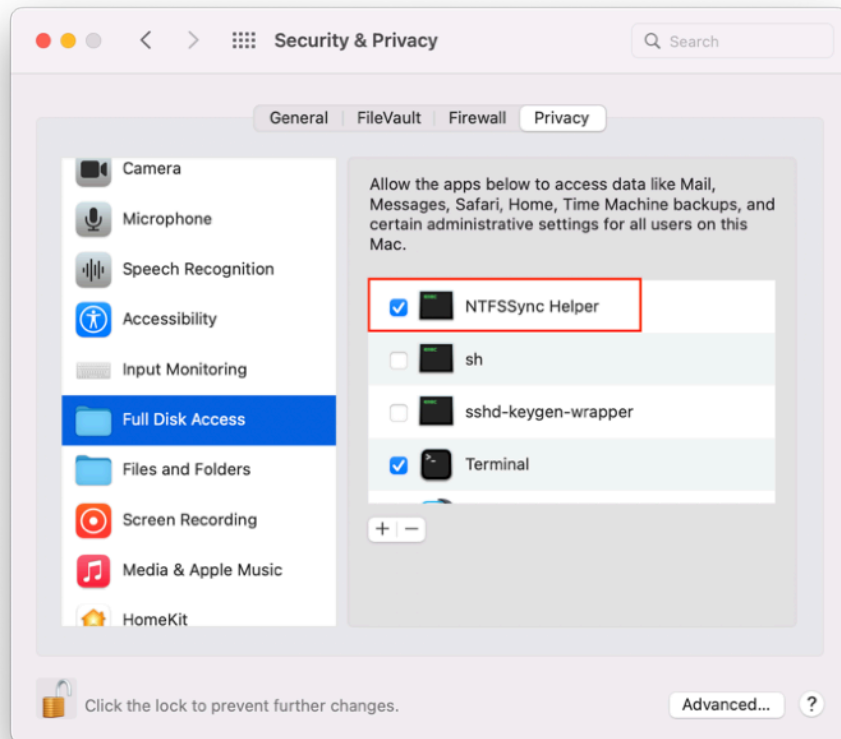
3. Other situations cause NTFSSync to fail to mount an NTFS disk in read-write mode

3.1 NTFSSync Helper does not authorize **Full Disk Access**. NTFSSync Helper requires **Full Disk Access** to read, write, and mount NTFS disks.

macOS13 and above:
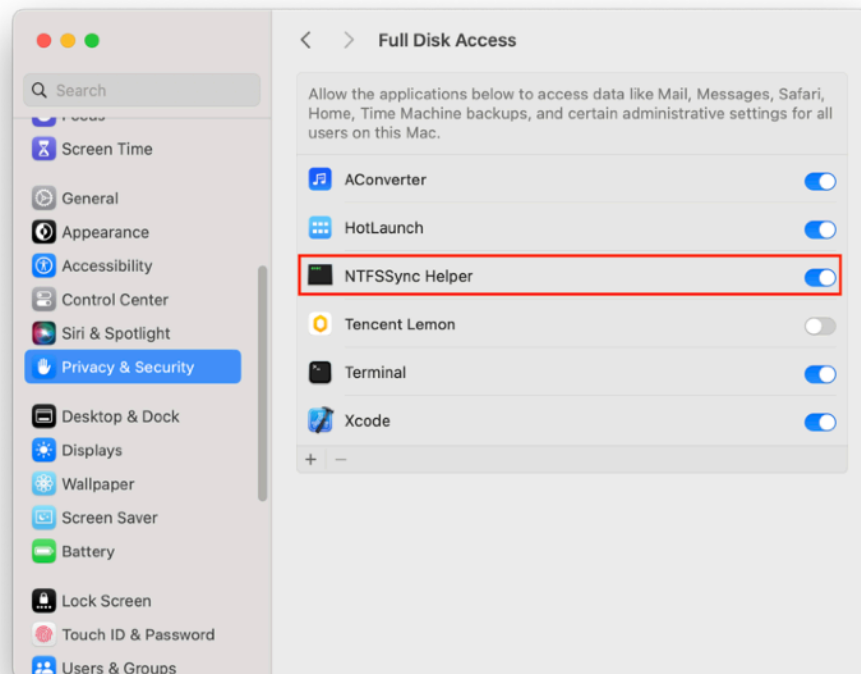
macOS12 and below

3.2 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.