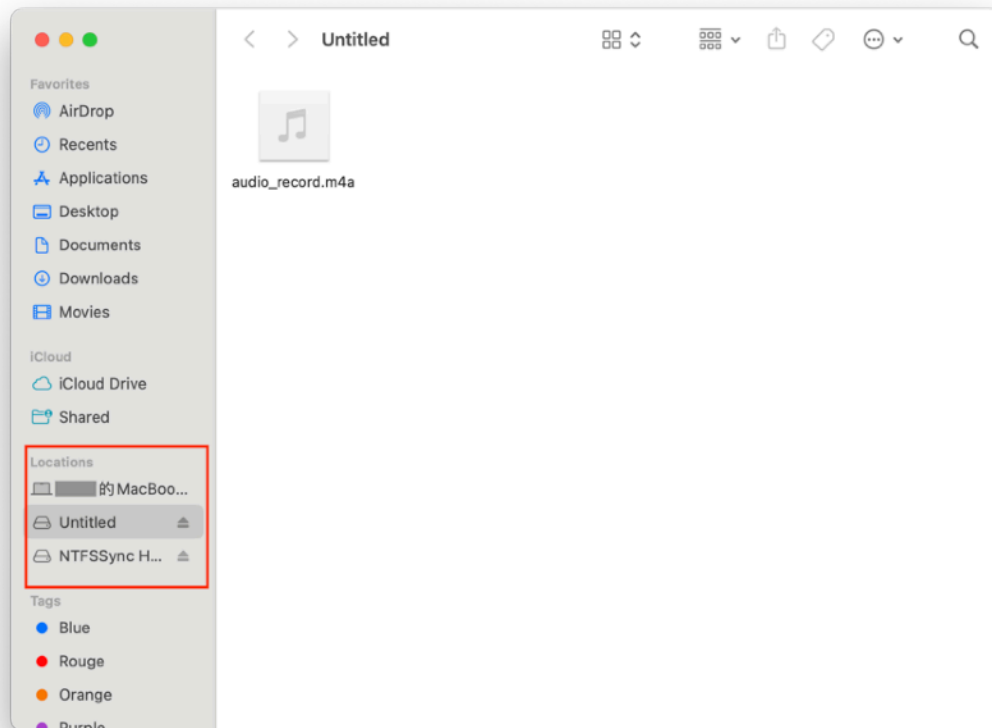


Frequently asked questions and solutions

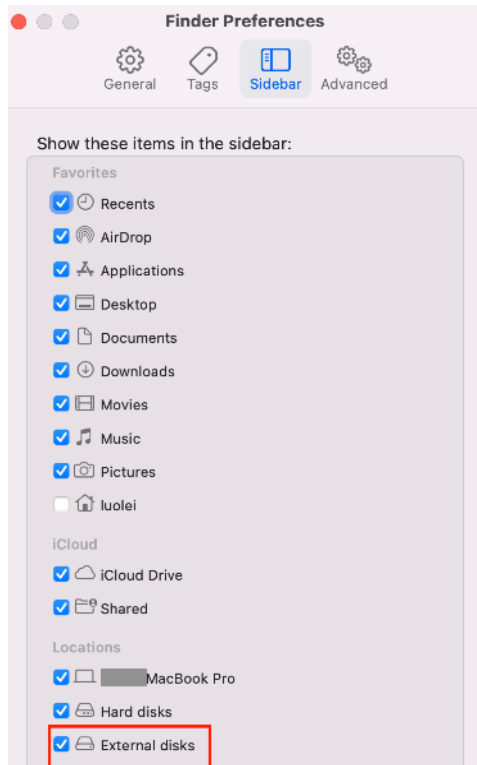
1. After the device is plugged into the computer, NTFSSync cannot recognize the device

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.



1.1 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.

1.2 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



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

1.4 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.

1.5 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.

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

```
[~] s-MacBook-Pro ~$ 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
```

Then, type the command: `sudo ps -ax | 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.

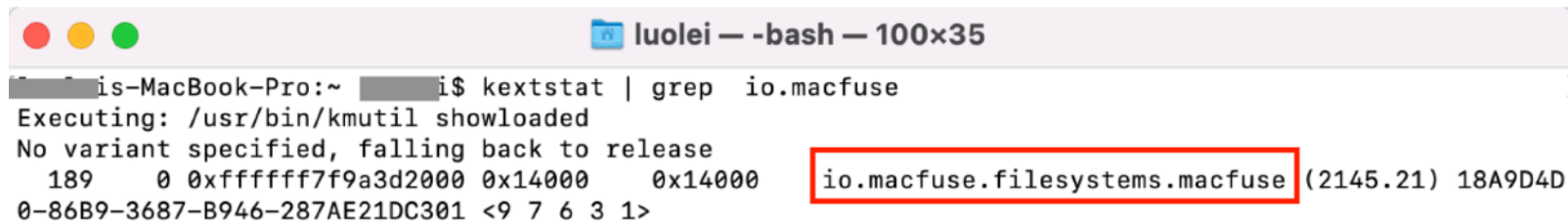
2. macFUSE is not properly authorized, causing NTFSSync to fail to read, write and mount NTFS disks

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.**

2.3 check if macFUSE has been successfully loaded by the system, open the 'Terminal' app and enter the command: `kextstat | grep io.macfuse` then press Enter. If the output contains **io.macfuse.filesystems.macfuse**, it indicates that macFUSE has been successfully loaded. See the screenshot below:

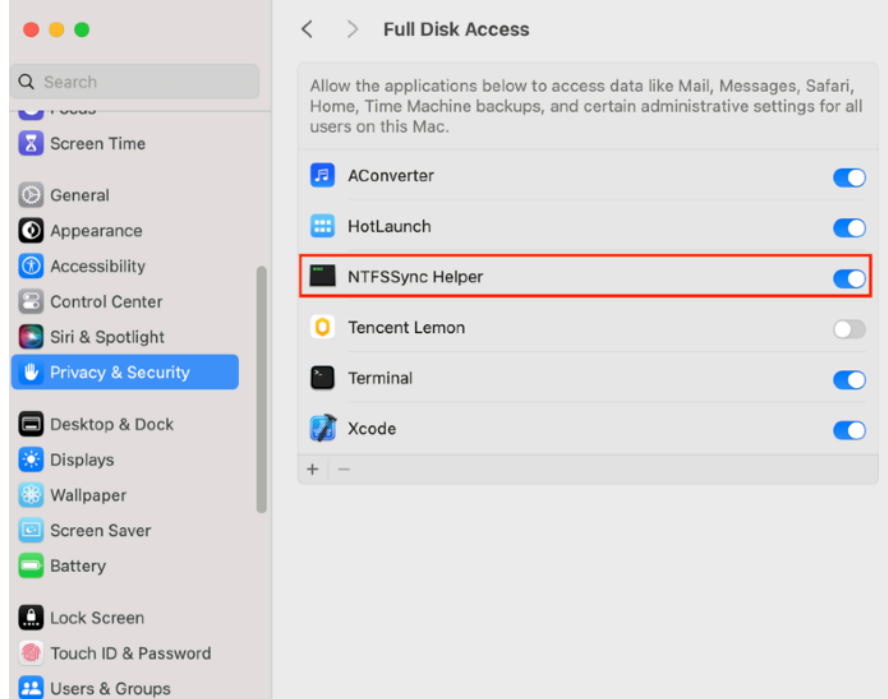


```
luolei — -bash — 100x35
is-MacBook-Pro:~ i$ kextstat | grep io.macfuse
Executing: /usr/bin/kmutil showloaded
No variant specified, falling back to release
189 0 0xffffffff7f9a3d2000 0x14000 0x14000 io.macfuse.filesystems.macfuse (2145.21) 18A9D4D
0-86B9-3687-B946-287AE21DC301 <9 7 6 3 1>
```

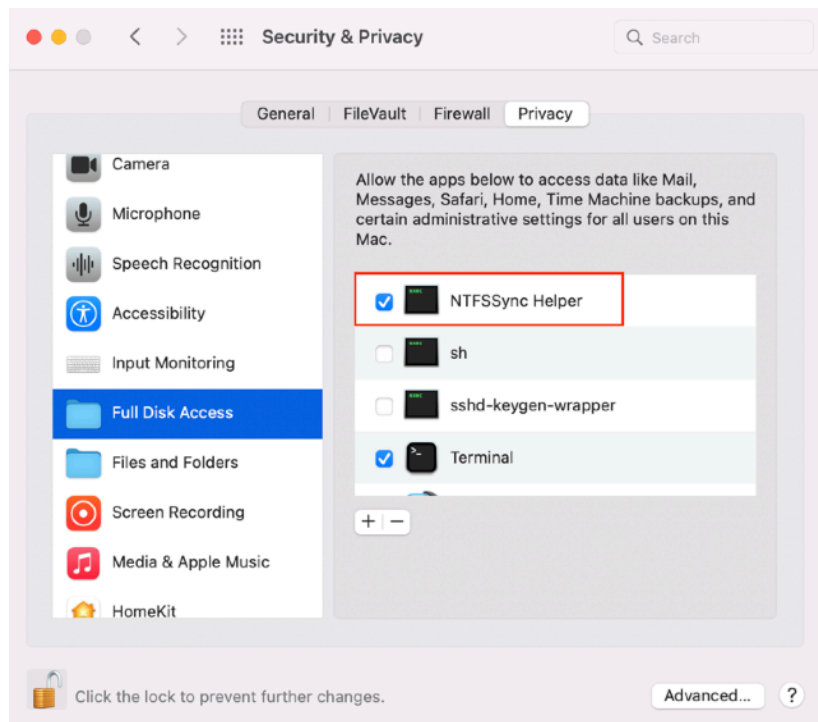
3. The mount failed with the message: Operation not permitted. Failed to mount.

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 It might be the case mentioned in **point 4**, where the NTFS disk contains Windows partitions or is a system boot disk. In this case, follow the procedure outlined in **point 4**.

3.3 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.

3.4 Use the disk repair feature mentioned in **point 5** to perform repairs. After repairs are completed, attempt to mount for read and write access again.

3.5 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.

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

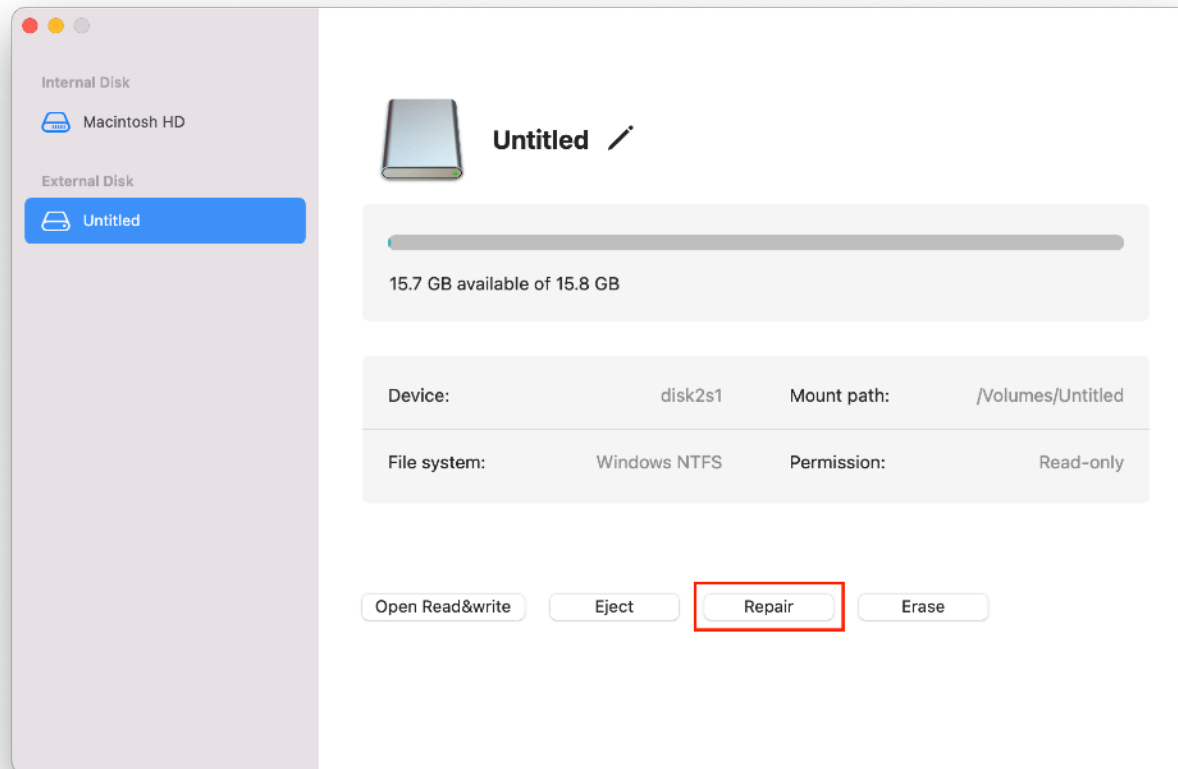
NTFSSync may fail to mount due to the introduction of the 'Fast Startup' feature in Windows 8. Enabling Fast Startup locks data, preventing the disk from being mounted in read-write mode. You can disable Fast Startup in the Windows system.

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

5. 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.

6. 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.

7. 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.

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

This error indicates that macFUSE is not properly authorized, resulting in it not being loaded correctly by the system. Please follow the steps outlined in **point 2** to authorize it correctly.

9. 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 5** before attempting to remount. If the issue persists, follow **point 6** to repair it in a Windows system.