

RE: Ntfs Error 55

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-04/msg03291.html>

- *From:* David <David@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 19 Apr 2007 10:36:03 -0700
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Jacky

The server is missing SP2 and this is a highly business critical server. I'm not willing to install SP2 on this machine before a payroll run so it'll have to wait until Friday night. Then if I end up with an unbootable server and have to restore the hives, as happened on one memorable occasion before, I can do it over the weekend and present them with a usable machine on Monday.

I'll come back to you with an update by Monday.

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David @ Solsletta

""Jacky Luo [MSFT]"" wrote:

Hi David,

Thanks for posting here.

From the description, I understand the issue is that you get NTFS 55 error in system log. If I am off base, please don't hesitate to let me know.

the theoretical possibilities of Event ID 55 error messages. In exact experience, there some possibilities caused such issue:

1. Purely file corruption. In most time, it was caused by some inconsistent operation on file system. Eg, when disk is in reading/writing status, an unexpected reboot was triggered.
2. Microsoft known issue at NTFS.sys. The latest hotfix is 913034.
3. H/W issue. (Some H/W components that connected to the disk. Eg. SCSI controller.)

Dated driver/firmware of the disk controller

--Incorrect hardware configuration (For example, disk write back caching, and so on)

--Bad hardware (Disk controller and disk drive)

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--Third-party application running in the background. For example, Anti-Virus software (Symantec anti-virus version 8, etc., Quota Software (StorageCeNTral 4.1, QuotaAdvisor 4.1, etc.), Quest Consolidator, Power Path driver, backup exec and so on.

Note:

If you have installed the outlined applications on the server, please temporarily disable or uninstall them and check if there is any change.

I.Let us refer to the following steps to troubleshoot the issue:

1. Please do a fully backup for the system since CHKDSK may delete the corrupted files unexpectedly.

2. After backup, please start up a command prompt and type:
Chkdsk /f C:

It will pop the information that ask you to schedule the chkdsk after next start up time. Type Y to continue. Then, reboot the server to make chkdsk auto check the whole disk.

3. After log in the server, please kindly check if there is any files missing or any security permission missing. If no, please go steps 4. If yes, please use the backup to restore the missing data.

4. Install hotfix 913034

Note: A reboot is required after applying this hotfix.

The Chkdsk.exe utility incorrectly identifies and resets security descriptors in Windows Server 2003

<<http://support.microsoft.com/?id=913034>>

5.Install the Recovery Console on the server or use CD-ROM to start up

How To Use the Recovery Console on a Windows Server 2003-Based Computer That Does Not Start

<http://support.microsoft.com/kb/326215>

--Restart the server and boot into the Recovery Console.

--Run chkdsk c: /p to scan Drive C:

--Please check if any error is fixed.

--Restart the server and monitor NTFS 55 Error.

and run fixmbr command in recovery console.

more information about Recovery Console

<http://support.microsoft.com/default.aspx?scid=kb:zh-cn:314058>

II.If the issue persists, please help me collect the following information for analysis

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1.run `chkntfs c: >chkntfs.log` in the command line. Send me the `chkntfs.log` .

2.run `chkdsk c: >chkdsk.log` in the command line. Send me the `chkntfs.log` . Note: This command will let `chkdsk` running in a read-only mode, which will not cause the shared disk to be offline. The purpose of it is to check if there is still any file corruption on the disk c:.

3.When did you first notice this problem? Did you install any application/patch/driver or modify some settings before it started? Is there any special operation that can easily trigger the problem?

I appreciate your time. I am happy to be of assistance and look forward to your reply.

Have a nice day!

Best regards,

Jacky Luo (MSFT)
Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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from the web interface: Partner Feedback
from your newsreader: `microsoft.private.directaccess.partnerfeedback`.

We look forward to hearing from you!

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from this issue.

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