



## TelePresence

### T3 TelePresence Troubleshooting -- File System Errors (Fat32)

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T3 TelePresence Troubleshooting -- File System Errors (Fat32)  
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## 1 Introduction

<b>E.164 Alias</b> 600110011	<b>H.323 ID</b> TNK.T3ConfRoom@video.cognizant.com	<b>System IP</b> 10.238.136.20
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# Diagnostics

[← All reports](#) File System (FAT32)

File system errors  
May 16, 2012 8:08:30 PM - May 29, 2012 2:58:10 PM ● →

This document describes how to run Check Disk on the Cisco **TelePresence Control Unit (TCU)** in the event Diagnostics report "Found file system errors on drive E. File system is FAT 32. Run checkdisk", or in TMS as seen below:

<b>E.164 Alias</b> ---	<b>H.323 ID</b> ---
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# Diagnostics

[← All reports](#) [← File System \(FAT32\)](#)

### File system errors

May 16, 2012 8:08:30 PM - May 29, 2012 2:58:10 PM

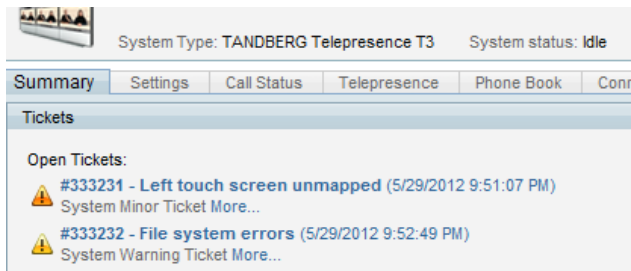
State seen in 6 tests in this period

#### Description

Found file system errors on drive E. File system is FAT32

#### How to fix

Run CHKDSK on drive E. Consider to upgrade file system to NTFS, see the admin guide under troubleshooting tips for more details



## 1.1 Release Notes

Table 1 - Release Notes

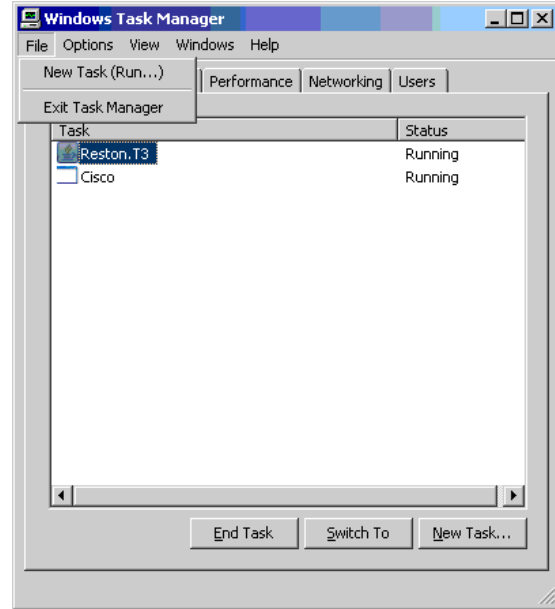
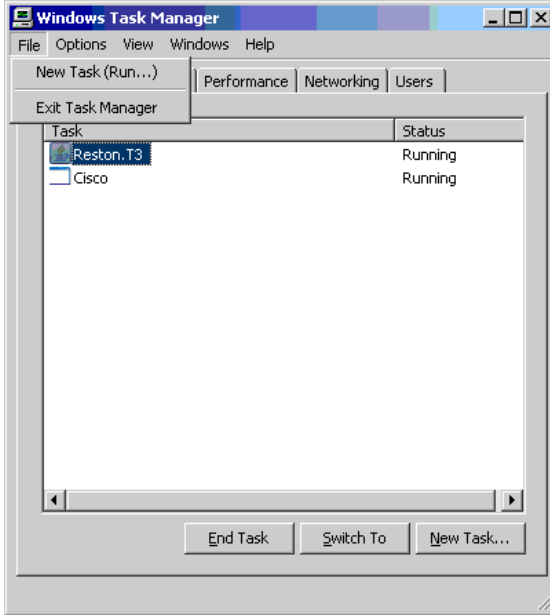
Technical Change	Title(s) of Affected Section(s)	Changes Made By	Date
Initial Release		Matt Limbrick	9/4/12

## 2 Running Check Disk on the TCU to Clear Fat32 Errors

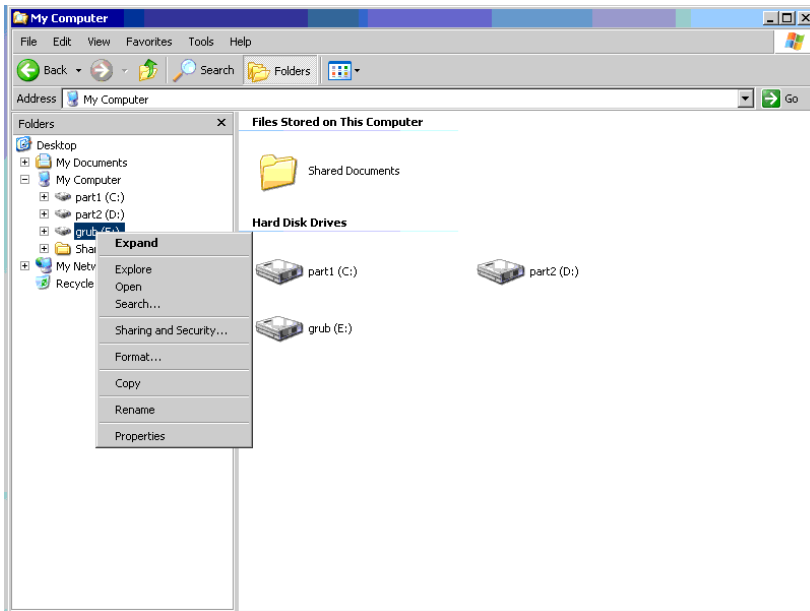
To run Check Disk (**Chdsk.exe**) on the TCU to clear Fat32 errors on the E drive, perform the following procedures:

1. Use either Virtual Network Computing (**VNC**) into the TCU or locally connect a USB mouse and keyboard to the TCU.
2. Press **Ctrl+Shift+Escape** to display the **Task Manager**.

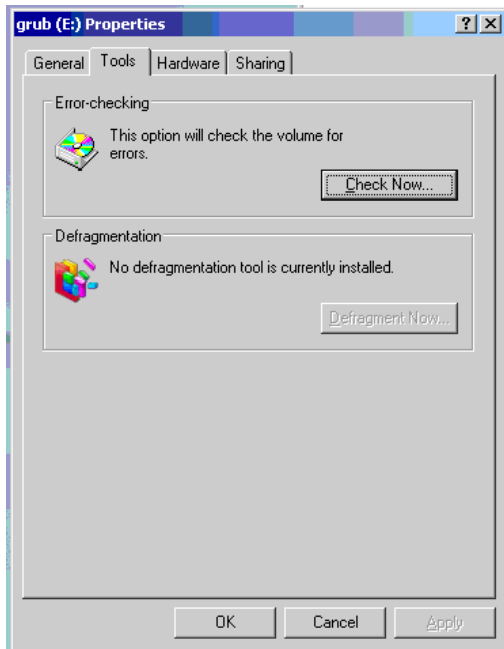
3. Click **File> New Task (Run...)** and in the open field, type: `explorer`



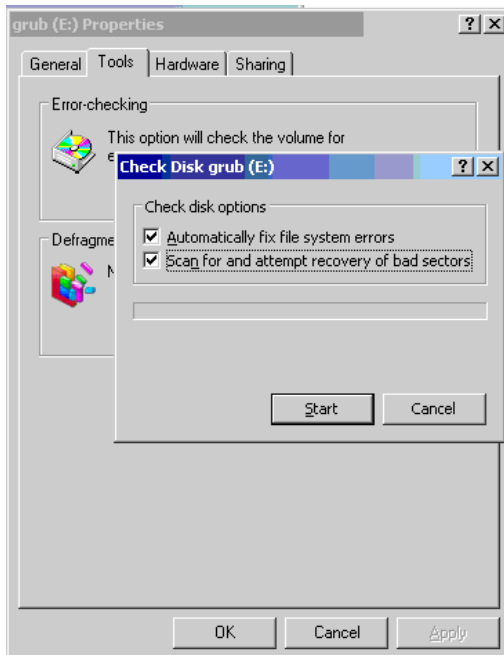
4. Press **OK** to display a new **Explorer** window will open with a tree view of the Windows OS directory structure on the left.
5. Expand **My Computer**, then right-click the **E drive grub (E:)**.



6. Select **Properties**, then select the **Tools** tab, and click **Check Now...**

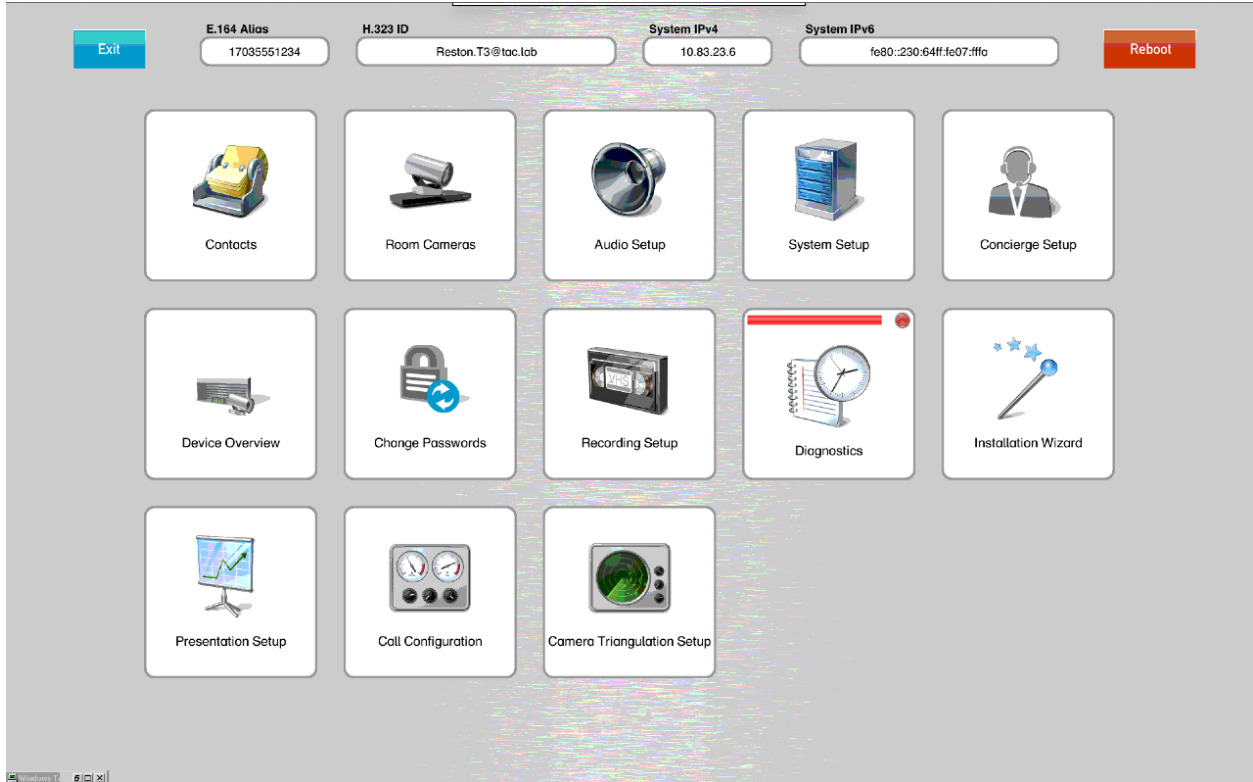


7. In the **Check Disk grub (E:)** window, place a **check mark** in both boxes and click **start**.



You are prompted that **Check Disk is scheduled at the next reboot**. Click **OK** to acknowledge.

Open the TCU **System Settings** by placing your finger in the top right area of the TCD and logging in with administrator credentials. Reboot the TCU by pressing the Red **Reboot** button.



After the system reboots, the TCU blanks out the screen and begins to run **Check Disk** on the Window operating system (OS).

**NOTE:** Do *NOT* press any keys on the keyboard after the TCU reboots into the Check Disk mode.

It can take 30 minutes to one hour or more depending on the amount of work Check Disk has to perform in order to repair the disk. The TCU touch panels will be blank during Check Disk and the only indication you have that this process is running is that the Red LED on the TCU appears either solid or near solid. This is the hard drive status light. The fact that it appears solid means the hard drive is constantly working, checking the disk.

If the Red LED is off and blinks randomly every couple of seconds, the drive may not be doing anything.

You can not VNC into the TCU until **Check Disk** is completed. Once completed, the touch panels show the Cisco logo indicating the TCU has finished running **Check Disk** and is now booting into the TCU program.

Any Fat32 error for drive E should now be cleared if there was one before in the TCU diagnostics.



### 3 Converting File Structure to NTFS

If you are continuously having this error or if the file system test fails, it is advisable to convert the file structure to New Technology Files System (NTFS). This can be done locally on the TCU itself or via VNC, but **not** via ssh. Please refer to the Cisco TelePresence T1 and T3 Administrator Guide (TCU4.2) for further details.

Perform the following steps locally on the TCU:

1. Terminate all java processes and dibbler-client.exe in **Task Manager**.
2. Run **C:/tandberg/scripts/convert \_ fat32 \_ ntfs.bat**
3. Restart TCU.

The following is an example taken from a conversion made locally on the TCU itself. However, when done via ssh, it will look almost identical.

Example 1: *Example of a successful conversion.*

```
C:\tandberg\scripts>convert _ fat32 _ ntfs.bat
c:\tandberg\scripts>"C:\Program Files\copSSH\bin\bash" --login -i
/cygdrive/c/tandberg/scripts/convert _ fat32 _ ntfs.sh
The type of the file system is FAT32.
Volume grub created 1/4/2010 12:35 PM
Volume Serial Number is 4B42-26F2
Windows is verifying files and folders...
File and folder verification is complete.
Windows has checked the file system and found no problems.
68,331,216 KB total disk space.
176 KB in 11 folders.
623,840 KB in 92 files.
67,707,184 KB are available.
16,384 bytes in each allocation unit.
4,270,701 total allocation units on disk.
4,231,699 allocation units available on disk.
The type of the file system is FAT32.
Enter current volume label for drive E: grub
Volume grub created 1/4/2010 12:35 PM
Volume Serial Number is 4B42-26F2
Windows is verifying files and folders...
File and folder verification is complete.
Windows has checked the file system and found no problems.
68,331,216 KB total disk space.
176 KB in 11 folders.
623,840 KB in 92 files.
67,707,184 KB are available.
16,384 bytes in each allocation unit.
4,270,701 total allocation units on disk.
4,231,699 allocation units available on disk.
Determining disk space required for file system conversion...
Total disk space: 68364607 KB
Free space on volume: 67707184 KB
Space required for conversion: 150912 KB
Converting file system
Conversion complete
```

The following is an example of an unsuccessful conversion:

Example 2:     *Example of unsuccessful conversion*

```
File and folder verification is complete.  
Lost chain cross-linked at cluster 494343. Orphan truncated.  
Convert lost chains to files (Y/N)? y  
2896 KB in 2 recovered files.  
Windows has made corrections to the file system.  
68,331,216 KB total disk space.  
768 KB in 3 hidden files.  
9,808 KB in 602 folders.  
12,326,096 KB in 8,255 files.  
55,994,528 KB are available.
```

**End of Document**