QBR *Knowledge base*

Could not read from the boot medium! System halted.

Scope

This article covers the following virtualization error:

Could not read from the boot medium! System halted.

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FATAL: Could not read from the boot medium! System halted.
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Example: Could not read from the boot medium! System halted.

Cause

1. When reading from the selected disk for startup, there is no boot manager detected.
2. The wrong disk is selected for startup.
3. An incompatible storage controller may have been selected

Solution

1. If the disks are unable to be properly read by the virtualization platform, make sure that the boot volume selected for virtualization is correct under the Local Virtualization tab. If the device is a server with a system reserved partition (SRP) or a separate small boot partition, exclude that from backups in the Advanced Options for the agent, and then contact QBR technical support to remove it from the back end to prevent it from interfering with the virtualization process.
2. Make sure the most compatible storage controller is selected, or try switching between controllers in Advanced Options - Virtualization Storage Controllers
3. Run a chkdsk /r on the target machine during a reboot of the agent. If errors were detected, run a differential merge from the advanced options tab of the agent and allow the machine to be backed up again.