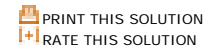


How to identify the error message when Windows continuously reboots with Restore AnyWare



Question/Issue:

You have used the Restore AnyWare option to restore an image to a new hardware environment. When you attempt to start Windows, a blue screen error message appears briefly and then the computer automatically reboots, preventing you from being able to read the error message.

Solution:

There are a number of errors that can cause Windows to fail to load. The steps in this document how to describe how to disable the crash/control auto-reboot function in windows so that the full text of the error message can be read.

To disable Crash/Control Auto-Reboot

Start the computer with the Symantec Recovery Disk

In the Symantec Recovery Environment, move your cursor to the upper left corner of the screen. When the arrow icon changes to a hand icon, left-click to open a command prompt.

Type regedit and press **Enter**.

Open HKEY_LOCAL_MACHINE

Highlight HKEY_LOCAL_MACHINE

Click on **File>Load Hive**.

In the Load Hive window, browse to C:\<system>\system32\config. <system> will be either Windows or WINNT depending on OS.

Note: Make sure you are open in C:\. This should come up by default.

In the 'config' folder, locate a file named 'system' with no extension. Double-click this file.

In the Load Hive dialog box, provide a Key Name. This can be anything simple that you will be able to locate easily later.

The new hive should now appear under HKEY_LOCAL_MACHINE in the left navigation pane of the regedit screen.

Double-click the new hive to open it.

Under the new hive, locate the 'Select' folder and highlight it.

In the right pane, note whether the Data value of the 'Current' key ends in '1' or '2'.

Open the ControlSet folder that ends in 001 or 002 as noted in step 12.

Example : If the value of the Current key in step 12 is 1, you would open ControlSet001. This is the default and will be the case in most instances.

Under ControlSet, open the 'Control' folder.

Under Control, open the 'CrashControl' folder.

In the right pane, double-click the AutoReboot key.

In the Edit DWORD Value dialog box, change the Value Data from '1' to '0'

Click **OK**

Collapse the Control and ControlSet folders, and highlight the new hive from step 9

Click **File>Unload Hive**.

Click **Yes** when prompted to unload the current key and all its subkeys.

Exit the registry editor and the command prompt.

Exit the recovery environment and reboot the computer.

If a STOP error is preventing Windows from loading, it will now remain on the screen so you can record it for troubleshooting purposes.

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Product(s): Symantec LiveState Recovery 6.0, Symantec LiveState Recovery Advanced Server 3.0, Symantec LiveState Recovery Desktop 3.0, Symantec LiveState Recovery Manager 3.0, Symantec LiveState Recovery Manager 6.0, Symantec LiveState Recovery Standard Server 3.0, Symantec Backup Exec System Recovery Server Edition 6.5, Symantec Backup Exec System Recovery Desktop Edition 6.5, Symantec Backup Exec System Recovery Small Business Server Edition 6.5

Release(s): Symantec Backup Exec System Recovery Desktop Edition 6.5 [All Releases], Symantec Backup Exec System Recovery Server Edition 6.5 [All Releases], Symantec Backup Exec System Recovery Small Business Server Edition 6.5 [All Releases], Symantec LiveState Recovery 6.0 [All Releases], Symantec LiveState Recovery 6.0 Advanced Server [All Releases], Symantec LiveState Recovery 6.0 Desktop [All Releases], Symantec LiveState Recovery 6.0 Standard Server [All Releases], Symantec LiveState Recovery Advanced Server 3.0 [All Releases], Symantec LiveState Recovery Desktop 3.0 [All Releases], Symantec LiveState Recovery Manager 3.0 [All Releases], Symantec LiveState Recovery Manager 6.0 [All Releases], Symantec LiveState Recovery Standard Server 3.0 [All Releases]