

# Re: GO Back causes blue screen of death

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2007-08/msg01122.html>

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- *From:* "William B. Lurie" <[billurie@xxxxxxxxxx](mailto:billurie@xxxxxxxxxx)>
  - *Date:* Mon, 27 Aug 2007 20:39:37 -0400
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Poprivet wrote:

William B. Lurie wrote:

Malke wrote:

Daisybookworm wrote:

I had Go back 2007 installed in a Windows XP Pro system. It started to malfunction and technical support advised me to uninstall it using add/remove and Norton Clean UP tool. This resulted in a blue screen system crash that had corrupted Windows XP Pro. Symantec Technical Support said I had to contact Microsoft Technical Support – \$80 up-front-fee if I had proceeded with them. The system would not boot from the XP disk. nor the Symantec Recovery disk. When reinstalling XP on Drive :C out of necessity, Windows corrupted the partitioning on a separate hard drive. I had to spend \$500 to recover data from the second hard drive. The problem started by GO Back not working and corrupting files. Go back in 2007 bundle is a problem and there appears to be no satisfactory warning that it will corrupt Windows XP Pro when uninstalled. Hard to recommend Symantec products under these conditions. I was also very disappointed to find in SystemWorks 2007 that Ghost had been

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removed and a much inferior Save and Restore Program included. Yes, bundles make it cheaper but I feel ripped off compared to SystemWorks 2006. Overall, SystemWorks 2007 slowed my system to unbelievable levels and then ultimately led to a full system crash with corruption of XP, loss of partitioning and loss of data. Beware.

Is there a question in all that dense text or is it just a rant? If the former, I don't see it. If the latter, we all know how terrible

Symantec products are and no knowledgeable tech would recommend any of them. In your case, I would retrieve your data with either Knoppix (a Linux distro that runs from CD) or a Bart's PE and then do a clean install

of Windows. Don't install anything from Symantec again. For imaging, there is Acronis True Image. For antivirus programs NOD32, Kaspersky, or Avast (free) are recommended. A "System Works" type of suite is not needed on XP. <http://www.knoppix.net>  
<http://www.nu2.nu/pebuilder/> – Bart's PE Builder

<http://michaelstevensstech.com/cleanxpinstall.html> – Clean Install  
How-To

[http://www.elephantboycomputers.com/page2.html#Reinstalling\\_Windows](http://www.elephantboycomputers.com/page2.html#Reinstalling_Windows)  
– What you will need on-hand

Malke

I read all of the above and saw myself in that seat for a while years ago. I solved the rebuilding problem by \*always\* having a recent clone available on a separate hard drive. But, frankly, except that NSW 2006 causes ridiculously slow boot-up, I found it to be an excellent product, and Symantec tech support has grown steadily better in recent years. As pointed out, it incorporates GHOST 10 which is a take-over of Drive Image 7 and works quite well. I'm too old and too heavily involved to regroup away from Symantec, but thanks for the warning about NSW 2007. I never see NSW 2007 on the shelves, and maybe, miraculously,

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reports of its undesirability leaked out and nobody stocks it!

Usually a slowed boot time is the result of using both GoBack and Ghost at the same time. Given proper management and setup for Ghost, GoBack is no longer needed and the issues of Restore Point problems will go away, too. Remove GoBack since you run Ghost, and I'll bet you see a big improvement. It's a javaw.exe issue mostly.

Pop`

Pop, I don't believe that I have any 'Restore Points'. I mean, not as such. All of my backups are full system GHOST backup drive images, located always on a different hard drive, accessible and catalogued by GHOST. They are, of course, all listed as Restore Points in GHOST.

To my knowledge, I have no "GoBack" and did not load it when installing NSW2006 Premier back in late 2005. I can't even turn off GHOST while running normal because NSW's AV activities are (unfortunately) intertwined with it. I cannot selectively boot with only portions of NSW loading (or if you can tell me how, please do!).

Bill L.

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