

Re: Norton Ghost 2003 cloned disk crashes when booted

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Anna:

Thank you very much for your long and detailed answer.

Regarding Ghost 2003 I already used a bootable CD and did perform the steps you describe below.

(Since I just bought a full license for Ghost 10 and downloaded it electronically, I assumed I would be entitled to the old Ghost 2003 also, but couldn't find a way to download it from Symantec's web pages, and the only phone number I could find to call Symantec in Sweden had a \$40 charge per call (!!). So what I did was borrowing a bootable CD from the vendor who put my computer together.

By the way, it is a silent computer built into a Zalman TNN 500AF cabinet using heatpipe technology instead of fans, which makes it totally noiseless. The motherboard is ASUS P5B Deluxe/WiFi-AP, Intel P965 Chipset, 1 Intel Core Duo Extreme processor).

The only difference from the interface you describe below was that a USB mouse was enabled, so I could click instead of moving with the tab-key.

Other than that I did exactly as you describe, taking the extra precaution to actually delete the partitions on my target disk before starting the Ghost procedure, not to leave the slightest risk of choosing the wrong source or target disk during the clone.

I then connected my source disk (same type and size as the built-in internal disk, both brand new) to the SATA 6 socket on the motherboard (with the internal disk connected to SATA 1) and the cable for the source disk sticking just outside the cabinet so the source disk could rest on a box with the cabinet door slightly ajar, using an ordinary table fan for temporary cooling of the source disk.

Since I was going to boot the cloned disk by just disconnecting the source drive and switching to the internal drive, I did leave my usual

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UBS peripherals, such as scanner and printers and USB-hubs as they were (no USB disks attached though), the idea being that if Windows found all external units (except the source disk) in the same place as when the clone was done, everything would be fine when the clone was booted.

Reading your final remarks makes me wonder if this could be the problem. Should I rather disconnect EVERYTHING except the two disks, the keyboard and the mouse, before doing the clone, and then immediately boot the clone and after a (hopefully) successful startup, adding the peripherals one-by-one and let Windows detect them anew?

As you mention, I have sometimes had messages like "Your system settings have changed. Do you want to restart your computer now?". However, since the crash leading to the message "Generic Host Process for Win32 services has encountered a problem and must terminate" always occurs, I have never gotten as far as being able to do a clean restart.

On the other hand, why would leaving other equipment attached during cloning and subsequent reboot of the clone, make any difference?

If the cloned disk is an exact copy of the source disk, then how is booting the clone with all external devices attached (except the disconnected target disk) different from just booting the source disk one more time with everything attached (except the disconnected source disk), which obviously works. How is Windows even able to tell the difference?

There is something I don't understand here (actually, there are many things I do not understand)..

Do you have any more clues in light of this message?

Best regards,
-- KW

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