

Re: Norton Ghost problem

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http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2008-06/msg00575.htm

- *From:* "Anna" <myname@xxxxxxxx>
 - *Date:* Sat, 7 Jun 2008 10:44:13 -0400
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"George" <null@xxxxxxxx> wrote in message
news:05mdnUYKk-pZmdfVnZ2dnUVZ_u2dnZ2d@xxxxxxxxxxxxxxxxxxxx

Using Norton Ghost 2003 on a Windows XP SP2 notebook.

When I try to use Backup, I get as far as the DOS screen, which stays up 3 or 4 seconds, then returns into Windows without running Ghost.

When I try to use Clone, all activity stopped at 39% completion, it just sat there, and I had to use Ctrl-Alt-Del to boot back into Windows. But worse than that, the target drive, an external drive connected to USB, now is not accessible. Error message reads "File or directory is corrupted and unreadable".

How can I get Ghost to make a backup or clone?

Thanks for any help.

George

George:

While we rarely use Ghost 2003 program any more for disk-to-disk cloning, I do have some step-by-step instructions for using that program that we prepared in response to a request we rec'd some time ago from a local computer club for the use of their members who were using, or planning to use that program.

We've routinely used the Ghost 2003 program over the years (up to about three years ago) in an XP environment for disk-to-disk cloning in a few thousand machines. By & large it was (and is) a reliable program when used the way I'm going to describe but with a few quirks.

We rarely, if ever used the program via the Windows GUI program and we rarely, if ever used the program's disk-imaging capability.

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We used the program exclusively through the DOS interface, chiefly with the bootable Ghost floppy disk, or with a Ghost bootable CD. Used these ways the program was generally reliable and did the job. Again, we're talking about disk-to-disk cloning here – nothing else.

It's important that when your "destination" drive, i.e., the recipient of the clone is a USB external HDD, that your Ghost program contains the latest "build" – build 793 (the last revision to the program and AFAIK no longer available from Symantec). The previous build – 789 (as I recall) might work as well. Prior to those builds the program had some problem detecting & interacting with USBEHDs. I don't know if that's part or all of your problem.

I don't know how familiar you are with the Ghost 2003 program. The following step-by-step instructions may be "old-hat" to you, but maybe they'll be of some help in resolving your problem.

Understand this...

We're assuming that the "source" HDD is non-defective and the OS is free from corruption. If you clone garbage, garbage is what you'll get, capiche?

Similarly your USBEHD is similarly non-defective and perfectly functional.

Ghost 2003 works fine in an XP environment for creating disk-to-disk clones along the lines I will describe.

Once again – we'll assume that your source HDD (the disk you will clone) is non-defective in all respects, i.e., it boots without incident and functions without any problems. Because if it isn't, read no further.

And to repeat – we'll further assume that your destination drive – the HDD you're cloning to is similarly non-defective and that you've correctly connected & configured that disk in your machine.

When using the Ghost 2003 program, we prefer to work with the Ghost bootable floppy disk to undertake the disk cloning process. For a variety of reasons we find that media easier to work with and most reliable as compared with using the program with the Windows GUI. So the following instructions are based on using a Ghost 2003 bootable floppy disk (or Ghost bootable CD) to undertake the disk cloning process.

Here are step-by-step instructions for using the program...

Creating the bootable Ghost floppy disk (in case you haven't already done so):

1. Install the Ghost 2003 program on your computer.
2. Insert a blank floppy disk (it need not be formatted) and access your Ghost program.
3. Click on Ghost Utilities.
4. Click on Norton Ghost Boot Wizard.

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5. Select Standard Ghost Boot Disk. A dialog box will appear.
 - a. Select the USB 2.0 Support option (assuming you have that capability).
 - b. Select the Assign DOS drive letters option and click Next.
6. Select the Use PC-DOS option.
7. Complete the process following the screen prompts.
8. Remove floppy and label accordingly.

That's it. Now you have a Ghost bootable floppy disk which you can use to undertake your disk-cloning operations now and in the future. Now when you want to clone the contents of one HDD to another HDD you simply insert the Ghost bootable floppy disk in your floppy drive and boot up with both drives connected.

NOTE: After creating the Ghost bootable floppy disk, you can create a Ghost bootable CD from it using the Roxio or Nero CD burning programs, or most other CD burning programs that allow you to create a bootable CD. Unfortunately I know of no way to *directly* create this bootable CD from the Ghost program (as you can do, for example, with the Acronis True Image program).

Before undertaking the cloning operation ensure that the only storage devices connected are the two HDDs that will be involved in the cloning process, i.e., your source and destination disks. Disconnect all other storage devices including any flash drives, ZIP drives, etc.

Here's how to perform the cloning operation...

1. With both drives connected, boot up with the Ghost bootable floppy (or Ghost bootable CD). You'll get an initial screen that displays "License agreement warning". Right-arrow (or tab) over to the "Continue without marking drives" button and press Enter.
2. The "About Norton Ghost" screen appears. Click OK.
3. Right-arrow twice over to the "To Disk" button and press Enter.
4. The next screen will list both your drives – the Drive 1 (source disk) and Drive 2 (destination disk). **MAKE ABSOLUTELY CERTAIN Drive 1 IS INDEED YOUR SOURCE DISK, I.E., THE DISK YOU'RE CLONING *FROM*!** Drive 1 will be highlighted. Press Enter.
5. The next screen will have Drive 2 (destination disk) highlighted. **AGAIN, ENSURE THAT Drive 2 IS YOUR DESTINATION DISK, I.E., THE DISK YOU'RE CLONING *TO*!** Press Enter.
6. The next screen is the "Destination Drive Details" window, and reflects your ultimate destination disk, i.e., your current Drive 2. Press your Tab key to highlight the OK button and press Enter.
7. The "Proceed with disk clone?" dialog box will open. Left-arrow over to the Yes button and press Enter.

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8. The cloning process will begin. The data transfer speed will vary depending upon the speed of your processor and the HDDs involved. On a medium to high-powered system you should get transfer speeds ranging from 800 MB/min nearly 2.0 GB/min should you be cloning internal drives. It will be considerably slower if you're cloning to a USB external HDD.
9. After you get the "Clone Completed Successfully" message, left-arrow over to the Continue button and press Enter.
10. Down-arrow to Quit and press Enter.
11. Click Yes at the "Are you sure you want to quit?" message.
12. Remove the Ghost floppy and shut down the computer.
13. Disconnect your source disk and boot up with the cloned drive. In most cases (but not always), a Windows "Found New Hardware" message will appear in the Desktop's Notification Area shortly followed by a "System Settings Change" message window informing you that new hardware has been found and asks "Do you want to restart your computer now?" Click Yes for the reboot.
14. BTW, the reboot of the newly-cloned drive usually takes a longer time than usual, so one must be patient. On rare occasions the system will fail to reboot – the system will hang before reaching the Windows XP Welcome screen. It's a rare occurrence, but you may experience it from time-to-time. If that does occur, simply use the Ctrl–Alt–Delete keys to reboot.

Assuming you've cloned the contents of your working drive to your second internal HDD, that second drive will be bootable (after disconnecting your primary one, of course) as indicated above. You also have the option of cloning your working drive to a USB external hard drive. In that case the USBEHD is *not* bootable (at least we haven't been able to boot the XP OS from a USBEHD), but you could clone the contents back to your internal drive for restoration purposes should the need arise.

Just one other point I wish to emphasize with respect to the cloning operation involving internal hard drives. Immediately following the cloning operation and the shutdown of your machine, disconnect your source drive and boot ONLY to the newly-cloned drive (as indicated in step 13. above). **DO NOT BOOT IMMEDIATELY FOLLOWING THE CLONING OPERATION WITH BOTH DRIVES CONNECTED.**

Doing so is possible to cause future boot problems with the cloned drive. Obviously there is no problem in this area should a USBEHD be involved in the cloning process since that device is not bootable in an XP environment.

Anna