

Re: Rolling back Computer device in device manager (hal.dll) after installing SP2 gives BSOD after restarting?

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Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.setup_deployment/2005-05/msg00267.htm

- *From:* "Walter Clayton" <w-claytonNO@xxxxxxxxxxxxx>
 - *Date:* Sat, 7 May 2005 11:11:03 -0400
-

Not a bug. It's an issue of doing things wrong to begin with and only getting away with it by sheer luck.

Changing hals should be accompanied with a repair reinstall. Always has been that way and always will. Actually you should change the hal via the reinstall.

--

Walter Clayton

Any technology distinguishable from magic is insufficiently advanced.

<cuentanewslabogel@xxxxxxxxxxxxx> wrote in message
news:eMSLYmKUFHA.544@xx

Hi Jason,

As I told you in my last post, this is NOT an issue with PowerQuest Drive Image. I can reproduce exactly the issue with a single PC, not involving at all any Powerquest or Symantec product:

In fact I reproduced this problem with a single PIV PC, just installing in it Windows XP (no SP), 'updating' the hal driver to the PIII hal, installing WinXP SP2, and rolling back to the original PIV Hal driver => BSOD

As you can see there is no imaging software involved...

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This is WinXP SP2 issue. This is because of a bug in Windows
XP SP2, that doesn't allow to rollback some drivers (hal
drivers for example) in device manager after installing SP2.

Thank you anyway.

"Jason Tan (MSFT)" <v-jasont@xxxxxxxxxxxxxxxxxxxxxx> escribió en
el mensaje news:7XWwu\$IUfHA.2476@xxxxxxxxxxxxxxxxxxxxxxxxxx

Hi,

Thanks for reply!

Actually, this appears to be an issue with
PowerQuest Drive Image, a third
party application. Please note that we are happy to
help provide
information on this issue for you, we recommend
that you work with the
third party vendor for assistance with this.

I am including some general troubleshooting
information, as well as a link
to the third party application's support portal for
your convenience.

support home : Norton Ghost
<http://www.symantec.com/techsupp/ghost/>

In addition, I suggest you attempt to start your
computer by using the Last
Known Good Configuration

307852 How to start your computer by using the Last
Known Good Configuration
<http://support.microsoft.com/?id=307852>

Re: Rolling back Computer device in device manager (hal.dll) after installing SP2 gives BSOD after2estarting

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Thanks & Regards,

Jason Tan

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| From: <cuentanewslabogel@xxxxxxxxxxxxxxxx>
| References:
<epTR0zITFHA.612@xxxxxxxxxxxxxxxxxxxxxxxx>

Re: Rolling back Computer device in device manager (hal.dll) after installing SP2 gives BSOD after3estarting

Re: Rolling back Computer device in device manager (hal.dll) after installing SP2 gives BSOD after restarting?

```
<fIOKBOLTFHA.388@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Rolling back Computer device in
device manager (hal.dll)
after installing SP2 gives BSOD after restarting?
| Date: Mon, 2 May 2005 09:10:45 +0200
| Lines: 59
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express
6.00.2900.2180
| X-MimeOLE: Produced By Microsoft MimeOLE
V6.00.2900.2180
| X-RFC2646: Format=Flowed; Original
| Message-ID:
<#EGfIWuTFHA.2872@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups:
microsoft.public.windowsxp.setup_deployment
| NNTP-Posting-Host: kali.gelos.es 212.9.66.214
| Path:
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP14.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windowsxp.setup_deployment:30799
| X-Tomcat-NG:
microsoft.public.windowsxp.setup_deployment
|
| Hi Jason,
|
| thanks for your answer.
|
| I made my comments inlines...
|
| "Jason Tan (MSFT)"
<v-jasont@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> escribió en el
mensaje
| news:fIOKBOLTFHA.388@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
| > Hi,
| >
| > Thanks for posting!
| >
| > I understand that you want to rollback to
"Advanced Configuration and
| > Power
| > Interface (ACPI) PC" in Device Manager.
However, when rollback it
| > experienced the blue screen, the system cannot
startup normally.
|
| No, 'updated' my 'hal driver' from "ACPI
Multiprocessor PC" (PIV) to
```

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```
| "Advanced Configuration and Power Interface
(ACPI) PC" (PIII) . Then,
after
| for example a hardware upgrade to a new
motherboard, I want to rollback
to
| "ACPI Multiprocessor PC".
|
|
| >
| > Based on the description, please help me know
the following information:
| >
| > 1. How did you perform the image installation?
Are you using Ghost?
|
| I'm using PowerQuest Drive Image, but in fact I
reproduced this problem
with
| a single PIV PC, just installing in it Windows XP
(no SP), 'updating' the
| hal driver to the PIII hal, installing WinXP SP2,
and rolling back to the
| original PIV Hal driver => BSOD
|
|
| >
| > 2. How about the status of the OS now? Can it
boot correctly? If it
cannot
| > boot up normally, Can it boot into Safe Mode?
|
| No, the OS cannot boot in any mode, it allways
blue screens giving an
error
| related to ntfs.sys.
|
| >
| > 3. If it can boot up normally, I suggest you do
not rollback the driver
in
| > Device Manager. You may choose to update the
driver and check to see if
| > the
| > issues disappear.
|
| It cannot boot at all so...
|
| Since you told me about imaging, I just wanted to
tell you about how
```

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```
| problematic is this for us: we have lots of WinXP  
Workstations with PIII  
| motherboards, where we installed SP2. Now, if we  
upgrade this  
motherboards  
| to PIV, we cannot use the PIV hal driver (we  
cannot roll back the hal  
| driver to the original PIV hal)....  
|  
|  
|
```

Re: Rolling back Computer device in device manager (hal.dll) after installing SP2 gives BSOD after restarting