

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

## 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/msg00320.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.setup_deployment/2005-05/msg00320.htm)

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- *From:* <[cuentanewslabogel@xxxxxxxxxxxxxxxx](mailto:cuentanewslabogel@xxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 9 May 2005 07:21:21 +0200
- 

Well, Microsoft can continue to claim that this is a problem related to cloning, but everyday this will be an issue that will need to be solved. In fact, Microsoft published article 309283, I imagine that forced because of the fact that in WinXP it is even easier to change Halls...

Anyway, doing something using the Windows XP GUI (Device manager) that works without installing a service pack, and DOESNT WORK after installing a service pack... doesn't seem to me a wrong way of doing things...

In a corporate environment, where cloning workstations is needed everyday, IT Admins must solve this kind of problems. Microsoft should be aware of this, and not forwarding incidences related to this kind of problems to the cloning software manufacturers.

"Walter Clayton" <[w-claytonNO@xxxxxxxxxxxxxxxx](mailto:w-claytonNO@xxxxxxxxxxxxxxxx)> escribió en el mensaje [news:uRcBEcxUFHA.2700@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uRcBEcxUFHA.2700@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

> 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@xxxxxxxxxxxxxxxx](mailto:cuentanewslabogel@xxxxxxxxxxxxxxxx)> wrote in message  
> [news:eMSLYmKUFHA.544@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eMSLYmKUFHA.544@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
>> Hi Jason,  
>>

Re: Rolling back Computer device in device manager (hal.dll) after installing SP2 gives BSOD after1restarting

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

>>

>> 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...

>>

>>

\*\*\*\*\*

>> 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@xxxxxxxxxxxxxxxxxxxx> escribió en el mensaje

>> [news:7XWwu\\$IUFGA.2476@xxxxxxxxxxxxxxxxxxxx](mailto:news:7XWwu$IUFGA.2476@xxxxxxxxxxxxxxxxxxxx)

>>> 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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>>>

>>> This response contains a reference to a third party World Wide Web site.

>>> Microsoft is providing this information as a convenience to you.

>>> Microsoft

>>> does not control these sites and has not tested any software or

>>> information

>>> found on these sites; therefore, Microsoft cannot make any

>>> representations

>>> regarding the quality, safety, or suitability of any software or

>>> information found there. There are inherent dangers in the use of any

>>> software found on the Internet, and Microsoft cautions you to make sure

>>> that you completely understand the risk before retrieving any software

>>> from

>>> the Internet.

>>>

>>> Thanks & Regards,

>>>

>>> Jason Tan

>>>

>>> Microsoft Online Partner Support

>>> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

>>>

>>> =====

>>>

>>> When responding to posts, please "Reply to Group" via your newsreader so

>>> that others may learn and benefit from your issue.

>>>

>>> =====

>>> This posting is provided "AS IS" with no warranties, and confers no

>>> rights.

>>>

>>>

>>>

>>> -----

>>> | From: <uentanewslabogel@xxxxxxxxxxxxxxxx>

>>> | References: <epTR0zITFHA.612@xxxxxxxxxxxxxxxx>

>>> <fIOKBOLTFHA.388@xxxxxxxxxxxxxxxx>

>>> | 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@xxxxxxxxxxxxxxxx>

>>> | 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

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

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```
>>> 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@xxxxxxxxxxxxxxxxxxxxxx> escribió en el
>>> mensaje
>>> | news:fI0KBOLTFHA.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
>>> | "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
```

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>>> 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  
>>> | 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)....  
>>> |  
>>> |  
>>> |  
>>>  
>>  
>>  
>

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• *Follow-Ups:*

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

◇ *From:* Walter Clayton

• *References:*

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

◇ *From:* cuentanewslabogel

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

◇ *From:* Jason Tan (MSFT)

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

◇ *From:* cuentanewslabogel

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

◇ *From:* Walter Clayton

- Prev by Date: ***Re: xp activation***
- Next by Date: ***Re: RIS and Volume License Key***
- Previous by thread: ***Re: Rolling back Computer device in device manager (hal.dll) after installing SP2 gives BSOD after restarting?***
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