

Re: system restor not working!!!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2006-09/msg00452.html>

- *From:* AllanF <AllanF@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 11 Sep 2006 03:29:02 -0700
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Dear Bert,

Thanks for your continuing interest.

I'm in Australia, hence the 12 (or so) hour delays in correspondence. I'm presuming you're on the other side of the world.

The model of my computer is Toshiba Qosmio G20, a Media Center Edition Laptop. An equivalent model in US is the Qosmio G25 AV(?)

Unlike HPs, there are no hard-drive partions containing the installation files.

All I have is a disk labelled "Product Recovery DVD-Rom; Toshiba Qosmio G20". When this disk is inserted, a dialogue box appears with two options:

1. "Install applications and drivers" – which allows me to select items from a list of the pre-installed "crapware" (I believe it is called) for re-installation purposes. The operating system is not in the list.
2. "Restore the original default system install" – which reformats the hard-drives and restores that Ghost Image of a two-year old factory hard-drive replete with all the crapware including Norton Antivirus 2005, and "crap-settings". Simple and effective.

There are no other options... no "Repair", no nothing.

I began my journey with Symantec, in the hope that I may be able to store a computer image of my own making – with my own software and settings. The twists and turns, the unexpected terrors, the unending quest for answers... I feel like Frodo in Lord of the Rings. Is this a piece of software for home-users like mum and dad, or a powerful curse intent on bringing a quiet and comfortable lifestyle to a sad end?

Pre-installed, the C drive does have an "i386" directory which I have used to create a "proper" installation disk. But missing from this directory is the vital "Cmpnents" (sic) directory which contains the Media Center installation files. So, all I end up with is an installation of Windows XP

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Pro sans MCE.

I'm a little bit annoyed that I went to the trouble to figure out how to slipstream (... I'm not sure if this is the correct term to use when integrating not only service packs, but updates, applications, drivers, etc into an installation source), only to discover that the required MCE directories have not been provided.

Both Toshiba's and Microsoft's Customer Support say, "Sorry, can't help. Thanks for calling, and have a nice day."

Feeling somewhat knobbled,

AllanF

"Bert Kinney" wrote:

"AllanF" wrote

Dear Bert,

Thanks for your reply, and links.

One of your links suggests that the Norton Removal Tool can disable the Microsoft Update process, thereby, further degrading a computer's security.

Is there a comprehensive list of the manifold ways that Norton destroys the proper functioning of one's computer?

It may be worth doing performing a repair install after removal process just to get rid of it all.

As for slipstreaming an installation source with service packs, updates, etc; I would certainly be satisfied if that were possible, but, I feel a little bit miffed because the manufacturer of my Media Center computer and/or M\$ have decided to provide nothing more than a hard-drive image for the purposes of re-installing the OS. (That image happens to have been created by a much earlier version of Norton Ghost.) I understand that slipstreaming

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requires proper installation disks.

The computer manufacturer is responsible for providing the OS.

Is this a Dell?

Thanks again,

AllanF

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Regards,
Bert Kinney MS-MVP Shell/User
<http://bertk.mvps.org>
Member: <http://dts-1.org>

"Bert Kinney" wrote:

Norton strikes again!!!

Here's some information on fully removing Norton crapware.

Symantec Removal
<http://basconotw.mvps.org/SymRem.htm>

And

How to use AutoStreamer to Slipstream Windows XP
Service Pack 2
http://www.simplyguides.net/guides/using_autostreamer/using_autostreamer.shtml

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Regards,
Bert Kinney MS-MVP Shell/User
<http://bertk.mvps.org>
Member: <http://dts-1.org>

"AllanF" wrote

Hello Bert,

I feel elated!

Here was I fuming at MS. I have been

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plagued by bugs. Norton
Antivirus 2005
came preinstalled with my MCE. When the
subscription expired after
30 days, I
purchased a package – Norton
System(Doesn't)Works Premier and
Internet
Security 2006. These programmes were
installed to provide safety
and
protection to my system. It was then that I
came to notice a heap
of
undesirable flaws like System Restore
failing when it was needed.

Norton Ghost (part of SystemWorks
Premier) refuses to write its
recovery
images to my DVD drive, and seems to
render the drive useless with
"D:\ is
not accessible. Incorrect function." It's a long
saga, but Norton
support
have thrown at me, every destructive "work
around" in their
arsenal. Every
suggestion – from changing drive letters to
purchasing more
software and
hardware – has proven to be more insidious
than the most virulent
of vruses.

Pleeassee. I am a humble consumer with no
Operating Sytem Discs,
just
a disc containing an OEM's image of a
factory hard drive created
almost
two years ago. I have sixty–eight windows
updates to make every
time I
re–install this image. I also have a dozen or
so Office patches,
and countless
other applications to install, not to mention
the hours spent
resetting my

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Personal Preferences... only to repeat the process when another glitch hits the system.

I want to make an image of my hard-drive in its up-to-date, functional and happy guise, or at least be able to slipstream the patches and programmes into my own installation disks. Please.

Norton GoBack was a total disaster. After Norton WinDoctor left half my applications non-functional. I tried to GoBack to a restore point 20 minutes earlier. My poor laptop steamed away for eight hours. Yes! Eight hours, during which time, Norton support insisted I not interrupt the process. They also informed me that GoBack is not compatible with my RAID-0 configuration. Well... a bit late. Uninstalling GoBack, firstly required it to be disabled. I discovered that this disablement required my computer to steam away at full capacity, locked in the GoBack interface, for another eight hours. Yes! ANOTHER EIGHT HOURS!

Currently, I suspect a virus or trojan has simply wandered through Norton Personal Firewall onto my sytem, because an insistent pop-up keeps informing me that an unidentified programme wishes to connect to [My Computer's Name] via the internet. Norton's scans and logs show that it is totally oblivious to this.

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To top this off, Media Center's Live TV "hangs" my entire system everytime I switch to one particular high-definition channel. I've had the laptop's monitor pop to black, and I've had a screaming BEEEEEP. I've had it all. And I've paid more than the dollar premium to buy this Media Center Laptop.

Now you have provided me with the information that it is Norton who is responsible for the aggravating failure of Sytem Restore.

I am over the moon! Thank you, thank you, thank you.

Regards,

AllanF

"Bert Kinney" wrote:

Hi Phil,

I assume you are logged on as an administrator.

Try running System Restore from Safe Mode. Restart your computer, and then press F8 during the initial startup to start your computer in Safe Mode.

Log on to your computer with an administrator account or with an account that has administrator credentials. In Safe Mode type or paste the following command in

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the Start –
Run
box then press Enter.

%systemroot%\system32\restore\rstrui.exe

There are also other
possibilities that can cause
this to happen.

The
following pages have some
troubleshooting steps to
take.

Troubleshooting steps to
take when System Restore
fails to
restore:

<http://bertk.mvps.org/html/srfail.html>

How to Disable and Enable
System Restore

<http://bertk.mvps.org/html/disablesr.html>

Here are some tips on
keeping System Restore
Healthy and hopefully
keep the restore points from
becoming corrupted in the
future.

<http://bertk.mvps.org/html/healthy.htm>

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Regards,
Bert Kinney MS-MVP
Shell/User
<http://bertk.mvps.org>
Member: <http://dts-l.org>

"phil brown" wrote

hi i have
resently
built my
new
computer it
has had its
first
hickup
though.

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the system
restore does
not work i
am using xp
home sp2
fully
updated
ect. but
when i go to
click on
anything to
do with
system
restore it
says
"system
restore is
unavalible
at this time
please
restart and
try again."
so i
do but
nothing i
check to
make sure
its on yep
its on then i
click the
box to
try and
restart it i
click turn
off system
restor same
message
system
restore is
unavalible
restart and
try again."
so i do
nothin. can
you guys
help me
please.

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