eScan 14 with Cloud: After eScan 14 installation, machine does not boot and goes into eScan rescue mode

Problem:

There have been reports from customers about machine repeatedly going into eScan rescue mode, after installation of eScan 14.

Reason:

This occurs on machines which were pre-loaded with Linux OS & customer later installs Vista or Windows 7.

Resolutions:

Resolution 1: After machine boots into rescue mode and you see MWAV:

1. Click on Command-Prompt option
2. Change attributes of C:\GRLDR to normal (attrib -s -h -r c:\grldr)
3. Rename grldr to grldr.old
4. Reboot

Using the easiest resolution, customer will *not* be able to use eScan Rescue Mode feature.

Resolution 2: (customer, in this case, will be able to use eScan Rescue Mode feature):

Load command prompt from repair wizard using windows installation disk.
1) Select system configuration utilities and select command prompt
2) Type the following command "bootrec /fixboot"
3) Reboot
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