

# 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

Unique solution ID: #1212

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