

# BSOD MULTIPLE\_IRP\_COMPLETE\_REQUESTS when creating rescue CD

## Problem

When creating rescue media in Macrium Reflect when Norton Internet Security 2013 installed you may receive the following blue screen caused by the driver 'fltmgr.sys':

The problem is caused by Norton Internet Security (version: 20.3.0.36) which causes the computer to crash during the mount of the wim (windows image file) using components from the Microsoft Window Automated Installation Kit (WAIK).

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## Solution

You need to disable Norton Internet Security before running the Macrium Reflect rescue CD creation wizard. To complete this task follow the below steps:

1. **Right click the NIS icon** in the task bar and **select 'Disable Antivirus Auto-Protect'**
  2. When the following window opens **select 'Until system restart'** and **click 'OK'**:
  3. After disabling NIS **create your rescue media** using Macrium Reflect
  4. After the rescue media has been created please **restart your PC** to ensure NIS is re-enabled
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