

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':

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A problem has been detected and Windows has been shut down to prevent damage to your computer.

The problem seems to be caused by the following file: fltMgr.sys

MULTIPLE_IRP_COMPLETE_REQUESTS

If this is the first time you've seen this stop error screen, restart your computer. If this screen appears again, follow these steps:

Check to make sure any new hardware or software is properly installed. If this is a new installation, ask your hardware or software manufacturer for any Windows updates you might need.

If problems continue, disable or remove any newly installed hardware or software. Disable BIOS memory options such as caching or shadowing. If you need to use safe mode to remove or disable components, restart your computer, press F8 to select Advanced Startup Options, and then select Safe Mode.

Technical Information:

*** STOP: 0x00000044 (0x88f1ade0, 0x00000d64, 0x00000000, 0x00000000)

*** fltMgr.sys - Address 0xba6ec28b base at 0xba6eb000 DateStamp 0x480251da
```

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).

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