

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 'ftmgrp.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 Windows 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
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