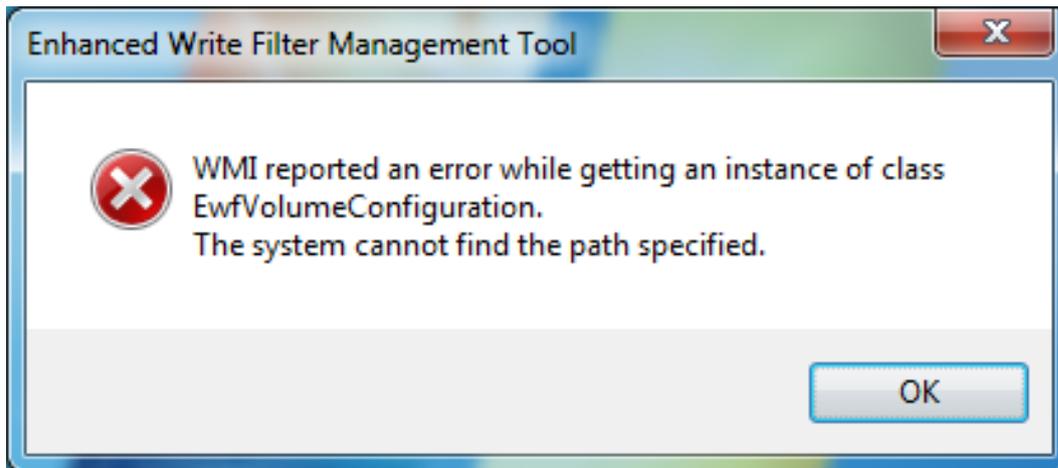


## Advantech AE Technical Share Document

Date	2018 / 07 / 17	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	WES7
Abstract	How to fix EWF error after using Ghost to recover WES7 image?		
Keyword	WES7, EWF, Ghost		
Related Product	All ASG products which support WES7		

### ■ **Problem Description:**

An error message of Enhanced Write Filter will pop up at each boot if user uses Ghost to copy WES7 image.



### ■ **Problem Analysis:**

Enhanced Write Filter will create a hidden partition in storage automatically whether the EWF function is enabled or disabled.

After using Ghost to copy the WES7 image and then restore it to another disk, this hidden partition will be ignored. The missing partition will cause error on EWF function.

### ■ **Brief Solution:**

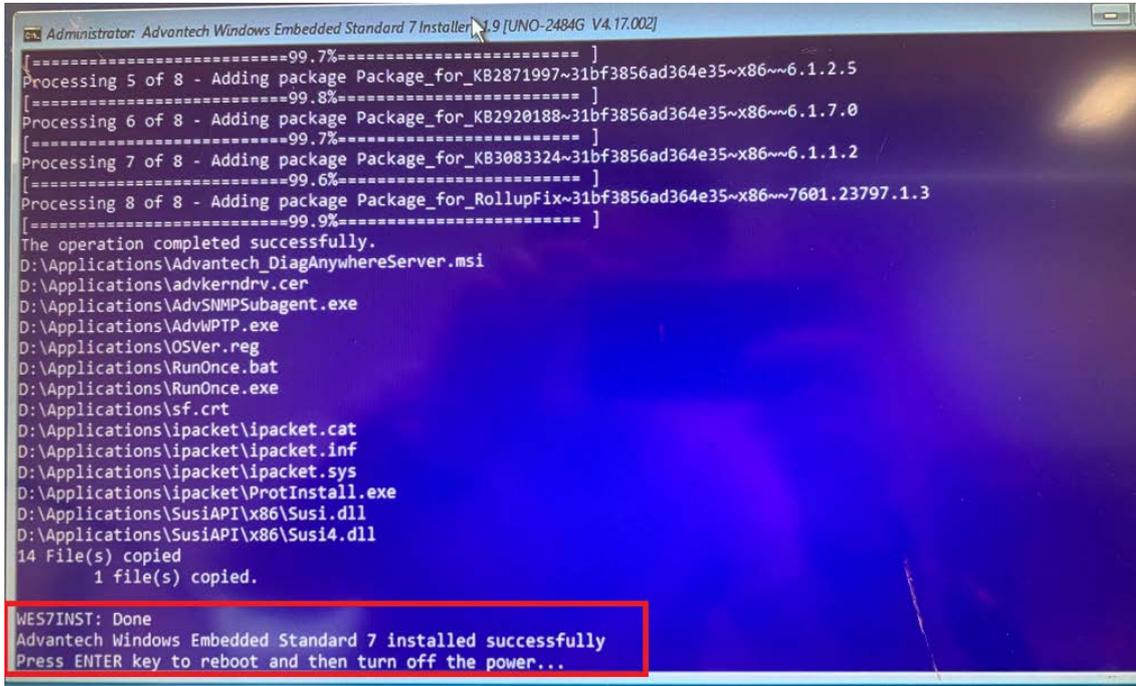
**Note: The version of Ghost should not be earlier than V12.0.0.4112**

There are two scenarios for the solution, you can check which solution meets the client's requirement.

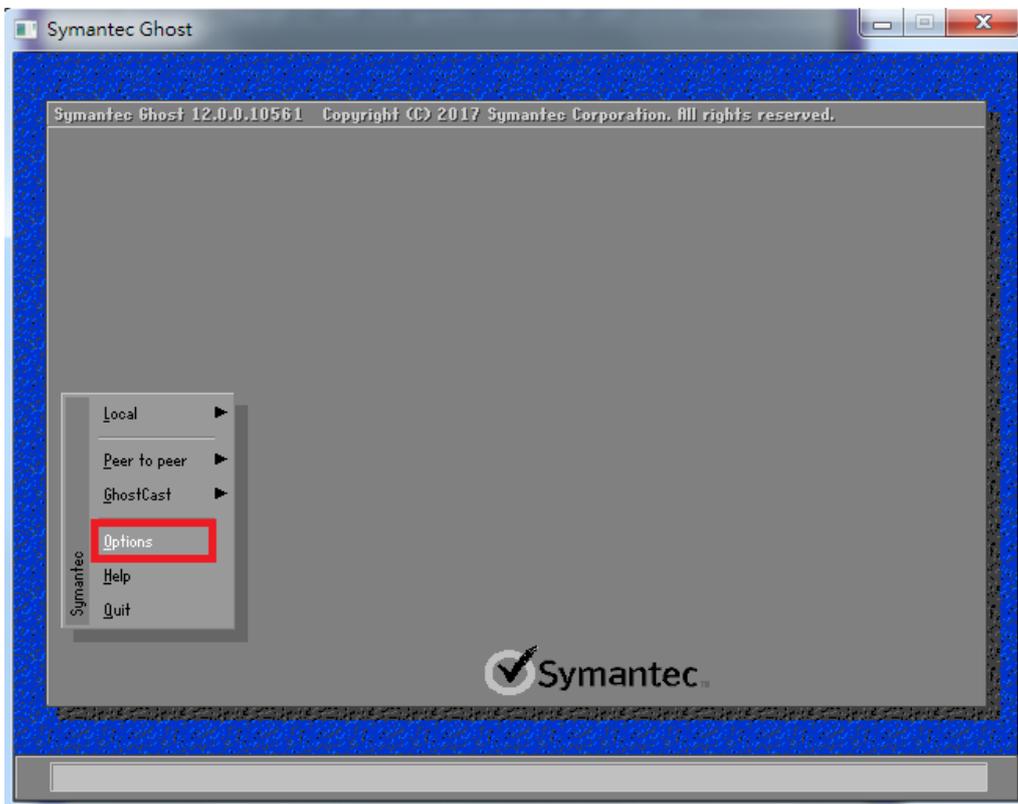
**\*\*\*Before copying the image, the problem does not happen yet, you can follow below steps to make a new copy of image to avoid EWF error.\*\*\***

- I. When you see below information “Press ENTER key to reboot and then turn off the power” it means the installation is complete, please turn off the power directly

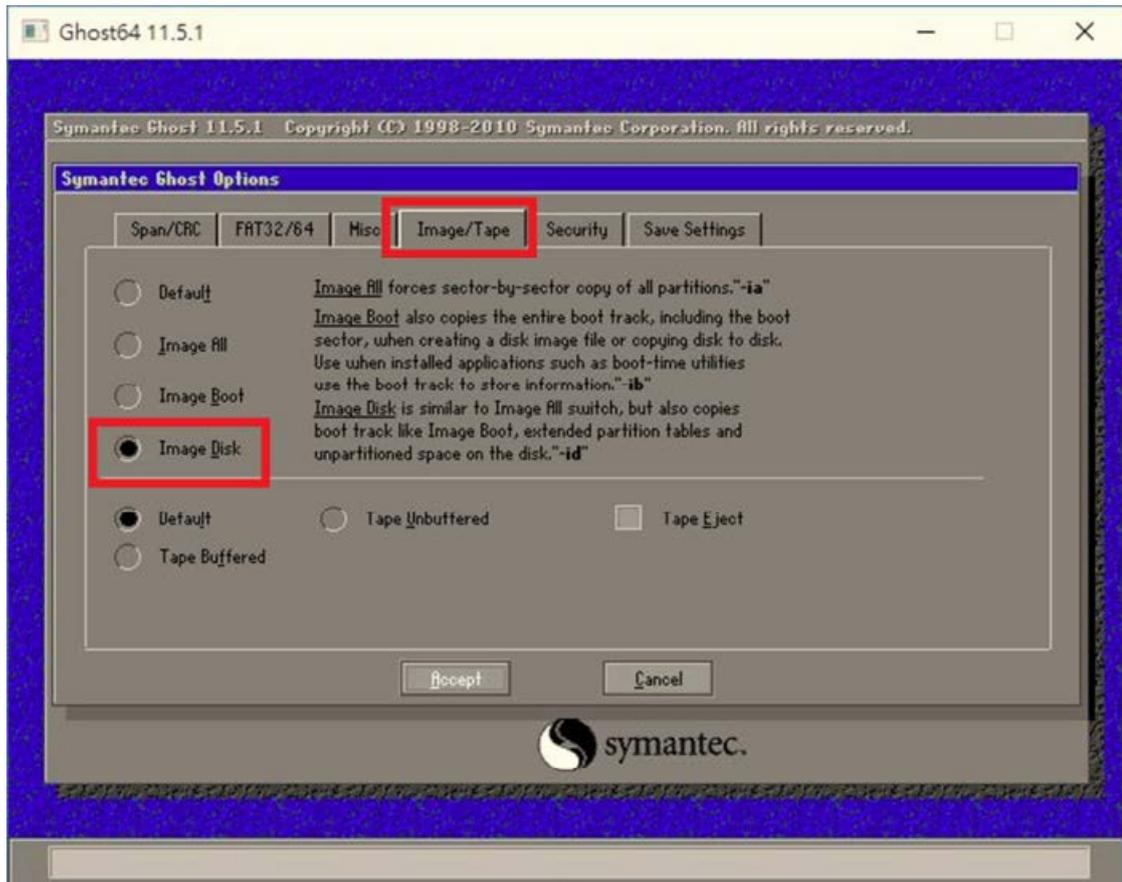
Note, do not enter the OS or the EWF error will occur.



- II. Then start the Symantec Ghost, select “Options” in the main page.



- III. Then select the page of Image/Tape >> click Image Disk  
After you finish the settings as below then you can open the Ghost to copy the image.

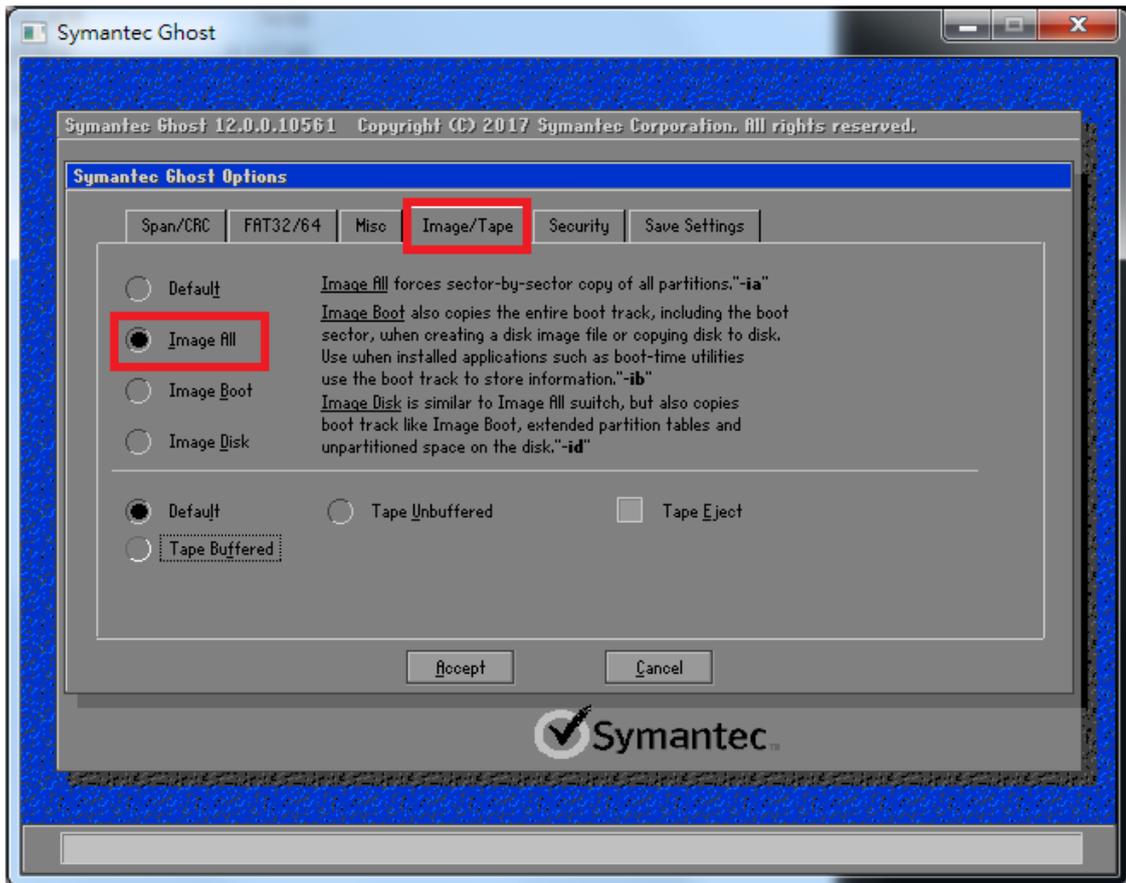


You can also use command line to do same action as Ghost GUI.  
"Ghost64.exe -clone,mode=dump,src=1,dst=d:1214.gho -sure -ia "

For commands reference

[https://support.symantec.com/en\\_US/article.TECH130961.html](https://support.symantec.com/en_US/article.TECH130961.html)

IV. To recover the image, use below option “Image All” instead of “Image Disk”



\*\*\*The image file has been created and cannot be recreated again. You can follow below steps to fix this problem.\*\*\*

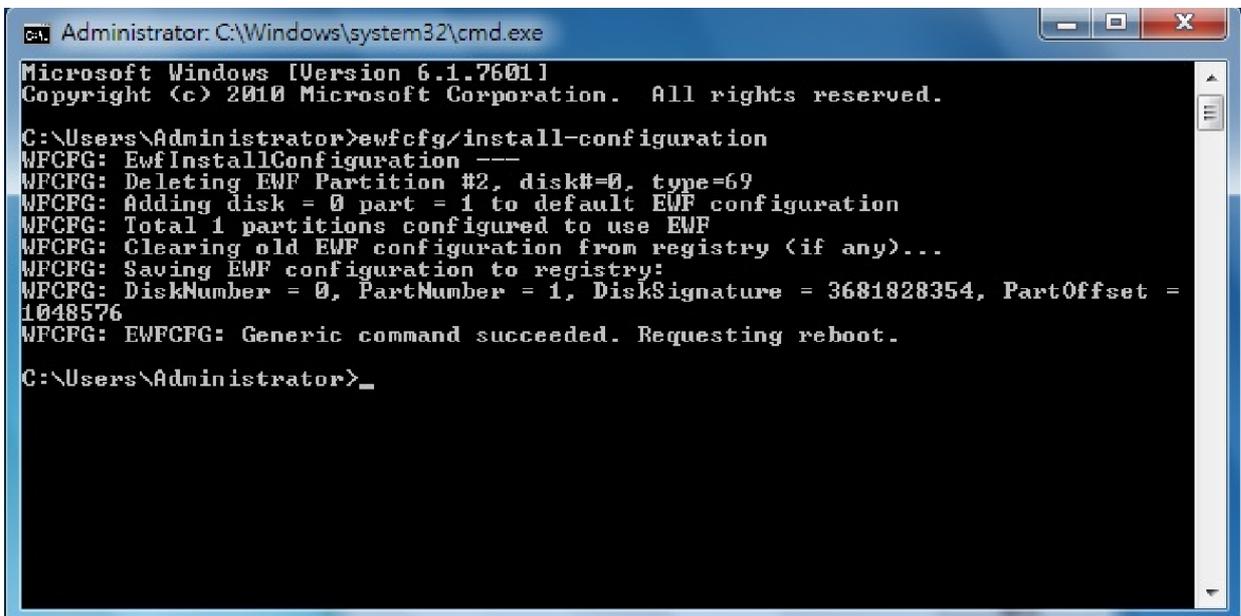
- I. Open the Command Prompt and enter the following command:  
"ewfcfg /install-configuration" the result will be as shown in figure 1.
- II. Then reboot the computer.
- III. You can also write an autorun script and put it in the startup folder to automatically run the script and restart it after each system restore.

"ewfcfg /install-configuration"

"shutdown -r -t 5" (reboot after 5 seconds)

"del %0" (delete itself)

<Figure 1>



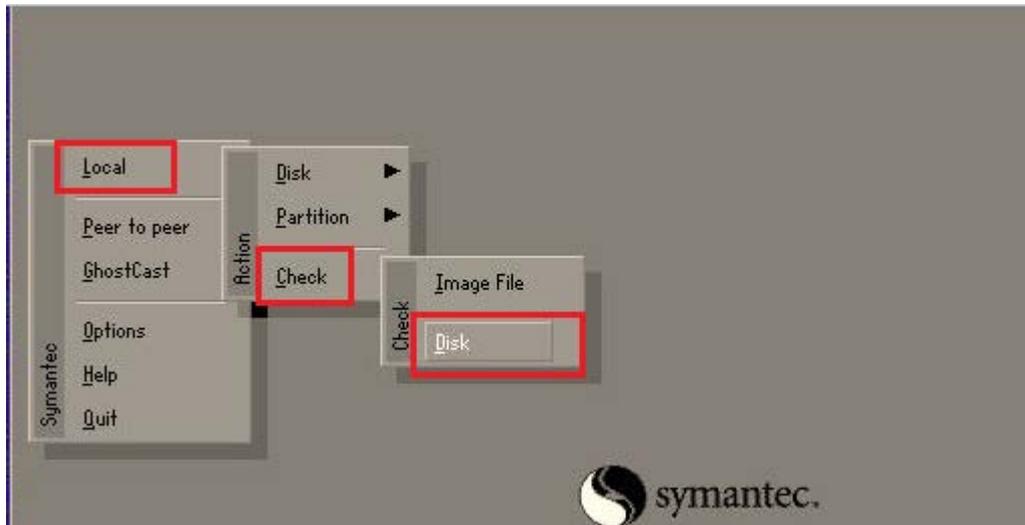
```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2010 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>ewfcfg/install-configuration
WFCFG: EwfInstallConfiguration ---
WFCFG: Deleting EWF Partition #2, disk#=0, type=69
WFCFG: Adding disk = 0 part = 1 to default EWF configuration
WFCFG: Total 1 partitions configured to use EWF
WFCFG: Clearing old EWF configuration from registry (if any)...
WFCFG: Saving EWF configuration to registry:
WFCFG: DiskNumber = 0, PartNumber = 1, DiskSignature = 3681828354, PartOffset =
1048576
WFCFG: EWFCFG: Generic command succeeded. Requesting reboot.

C:\Users\Administrator>_
```

Note: How to check disk driver number under Ghost GUI?

- I. Local >> Check >> Disk



- II. You can see the number of disk drive from Drive row

Select local source drive by clicking on the drive number

Drive	Location	Model	Size(MB)	Type	Cylinders	Heads	Sectors
1	Local	ST500VT000-10K142	476940	Basic	60801	255	63
2	Local	JetFlash Transcend 32GB 1	30128	Basic	3840	255	63
3	Local	JetFlash Transcend 8GB 8.	7659	Basic	976	255	63
80	Local	OS Volumes	68823	Basic	17478	128	63

OK Cancel