**Restore Stuck at "Please Wait..." screen**

We've had a single occurrence when a Windows 8.1 system with Horizon Rollback installed remained at the "Please wait..." screen and presented an alphanumeric error at the top of the screen. Rebooting the system via CTRL+ALT+Delete or via power button will not resolve this issue. In this instance, restoring to another snapshot or uninstalling rollback from the sub-system presented the same error message and did nothing to resolve. Follow these steps to fix.

1. Find or make a bootable Windows 8.1 disk.
2. Boot to that media from the computer experiencing the problem.
3. Use "Repair this computer" > Troubleshooting > Advanced > Command Prompt
4. In the Command Prompt window enter the following in order:
   - `bootrec.exe /fixmbr`
   - `bootsect.exe /nt60 all /force`
   - `bootrec.exe /rebuildbcd`
5. Restart and Windows should load. If it does not repeat steps 2-3, then use the following commands:
   "Use diskpart to identify the Windows partition and replace "C:" in any of the commands below with the correct drive letter.
   - `bootrec.exe /fixmbr`
   - `bootsect.exe /nt60 all /force`
   - `attrib -h -s C:\boot\BCD`
   - `del C:\boot\BCD`
   - `bcdedit /createstore c:\boot\bcd.temp`
   - `bcdedit.exe /store c:\boot\bcd.temp /create [bootmgr] id "Windows Boot Manager"`
   - `bcdedit.exe /import c:\boot\bcd.temp`
   - `bcdedit.exe /set [bootmgr] device partition=C:
   - `bcdedit.exe /timeout 10`
   - `attrib -h -s C:\boot\bcd.temp`
   - `del c:\boot\bcd.temp`
   - `bcdedit.exe /create /d "Microsoft Windows" /application osloader`
   * `BCDEDIT will return a GUID for the new entry, copy it; you'll need it for the next commands.
   - `bcdedit.exe /set (GUID) device partition=C:
   - `bcdedit.exe /set (GUID) osdevice partition=C:
   - `bcdedit.exe /set (GUID) path \Windows\system32\winload.exe`
   - `bcdedit.exe /set (GUID) systemroot \Windows`
   - `bcdedit.exe /displayorder (GUID)`
6. If you used step 5's additional steps, reboot the computer.
7. You'll see a rollback error after log on, close it.
8. Uninstall Rollback Rx Professional from Control Panel > Add/Removed Programs.
9. Make any necessary changes to the system.
10. Restart.
11. Reinstall Rollback Rx.

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