

Re: 2008 SBS no longer boots

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2009-04/msg00368.html>

- *From:* "Cliff Galiher" <cgaliher@xxxxxxxx>
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First, take a deep breath. A BSOD during .sys loading is almost **always** a hardware related issue. It is most commonly caused by a HAL mismatch, but kernel-level drivers can do it too. So that is the first thing to keep in mind.

With that, I'd say MS was on the right track. It sounds like you have a driver since the problem re-occurs even after a re-install. Have you tried booting to "last known good configuration?" That will at least allow you to roll back the driver. If the driver is a required driver for boot...well...sometimes LKGC doesn't keep the old versions, so you may not be able to do this. That will likely be a re-install (yes, a third time.)

Finally though, and this is important, I strongly recommend using some sort of patch management software for managing clients **AND** servers. Do **not** use automatic updates!!!! WSUS is a good candidate since it ships with SBS. And don't let WSUS auto-approve. This gives you the ability to see what updates you are installing. I tend to stagger updates if many post en-masse for testing. And when you find a problem child, you simply restore from backup (you keep backups, right?) instead of having to re-install, and you decide if the update is required or not. If it is a security patch, for example, then you contact MS (for free since it is an update) and find out why it kills your hardware. And if it's a driver....you contact the vendor. No muss, no fuss.

But not making backups so you have to re-install, and not actually tracking which updates you are installing on a server....those are recipes for frustration. What you've already experienced is just the beginning.

-Cliff

"Freaky" <wontsay@xxxxxxxx> wrote in message news:ewovqjttJHA.5172@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi there,

this is the third time we're experiencing this issue, and are about done with it. The previous 2 times the servers were reinstalled. This is the 2nd time on this box. The other time was on another box, same type though, HP ProLiant ML350G5.

The server continuously reboots during the boot process. If we try to boot into safemode it reboots too, right after crcdisk.sys. If we disable automatic reboot we get a BSOD stating A problem has been detected and Windows has been shut down to prevent damage to your computer. Bla bla bla.

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STOP: 0x0000007b (0xfffffa60005af9d0, 0xffffffffc0000034, 0x0000000000000000, 0x0000000000000000)

According to HP this problem is unknown, we should contact Microsoft.

Called Microsoft for a support case. The engineer said he encountered this more often, always with the same HP hardware. At first he tried to have me use recovery console (well command prompt, there no longer is a recovery console) with tools like listsvc, fdisk /mbr, etc. All these tools no longer exist...

Then he had me look through the BIOS to change the SATA mode of the RAID controller to AHCI. This is a SmartArray E200i hardware RAID controller with SAS disks. I don't really think it has AHCI... nor was I able to find it (not in it's BIOS nor in ACU on smartstart). Odd enough I can't find it for the single SATA port on it either. Inside the HP case there's a description of connectors, it's not called SATA port, it's explicitly called 'SATA Optical Connector'. It has the CD drive attached to it. Not able to find any options to completely disable the IDE and SATA controllers either. I rather miss the CD, than have an entire company down.

Next we tried ERD commander, which sees or 2008 SBS SP1 install, but doesn't recognize it (perhaps because it dutch, it should work on 2008 SBS according to the MS engineer), and thus doesn't want to run it's tools against it (like regedit, fixing the MBR (which should help according to the helpdesk, which I seriously doubt), hotfix rollback etc.

He did mention it has to do with a driver update HP released to MicrosoftUpdate. Apparently 2008 (and Vista) install all driver updates also (which is way beyond me, who decided on that and where can I find him/her? :D). HP support is currently closed, so haven't got their feedback yet.

In all 3 cases the server was running for quite a while before the issue occurred. After reinstall we also installed all updates and restarted several times. Yet it comes back every time. We don't do anything special, we even got the latest drivers from HP site for every reinstall, no weird driver from driverguide.com or anything like that. No weird software on it, etc.

Definitely don't want to reinstall again, if only because the issue apparently can come back at any time. Really loosing all trust whatsoever in both companies. Unfortunately, ditching MS will be hard, HP on the other hand...

Hope anyone has some useful information. According to some post I found you can disable services manually now (thus exporting the registry, reading that piece of !#%\$@!#\$, and making your own reg hacks to disable. Yes, I can see how this is a step forward, I take it windows 7

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will require us to use a hexeditor on the registry file, which will really make me wonder how they're gonna improve it after that :D).

TIA