

How to Repair a Windows Server

(Tested on Windows 2000)

Note: This procedure is for Windows 2000. The Windows 2003 procedure is similar but not identical.

- 1) After applying updating drivers, applying service, etc. The server will not boot. Example: The server looks like it's going to boot, the splash screen paints, then the server dies a blue screen death or the servers goes into a continual reboot cycle.
- 2) You restored a Ghost or XML Drive image or other image backup to **a different type** of server than the original. If you restore to a different kind of server, and you can't get it to boot, it's likely because you need different drivers. If you **MUST** restore to a different server, and it won't boot (**you tried**), try this, it **MIGHT** work.

Note: This procedure is for Windows 2000. The Windows 2003 procedure is similar but not identical.

A system repair is recommended as a **LAST RESORT** so do this at your **OWN RISK**.

Try this First

(Long Shot): If your system failed after device or driver update (etc.) Try this first (**not for restoring image to different server**)

Press the F8 key as the server boots. You need to time it just right, be sure to hit the key just before the boot starts.

Choose: Last known good configuration

If "Try this First" doesn't work then you will need to do a **System Repair**.

Needed for System Repair:

Bootable OEM Windows 2000 Installation CD

(Not an upgrade disk and **not a Dell CD** – be sure it's the **same version of Windows** you are trying to recover)

Product Key

Diskette with drivers appropriate to the server. If a Dell server, download from Dell.

- 1) Insert the w2k Boot disk into the CD and boot, press enter when prompted

```
PowerEdge 2600
  Embedded server management firmware revision 1.68
  Primary backplane firmware revision 1.01
  Peripheral backplane firmware revision 1.01

Two 3066 MHz Processors, Processor Bus: 533 MHz, L2 cache: 512 KB

PERC 4/Di RAID Controller BIOS    Version 1.04 Feb 27, 2003
Copyright(c) LSI Logic Corp.
Press <Ctrl><M> to Run Configuration Utility
Or press <Ctrl><H> for WebBIOS

HA -0 (Bus 8 Dev 8) PERC 4/Di Standard FW 2.27 DRAM=128MB
Battery module is present on adapter
1 Logical Drives found on the host adapter.
1 Logical Drive(s) handled by BIOS

Press any key to boot from CD..
```

- 2) Press F6 when prompted (quickly)

```
Windows 2000 Setup

Press F6 if you need to install a third party SCSI or RAID driver...
```

3) Insert Driver Diskette and press the “s” key

```
Windows 2000 Setup
-----
Setup could not determine the type of one or more mass storage devices
installed in your system, or you have chosen to manually specify an adapter.
Currently, Setup will load support for the following mass storage device(s):

<none>

* To specify additional SCSI adapters, CD-ROM drives, or special
  disk controllers for use with Windows 2000, including those for
  which you have a device support disk from a mass storage device
  manufacturer, press S.

* If you do not have any device support disks from a mass storage
  device manufacturer, or do not want to specify additional
  mass storage devices for use with Windows 2000, press ENTER.

S=Specify Additional Device  ENTER=Continue  F3=Exit
```

4) Press the Enter key

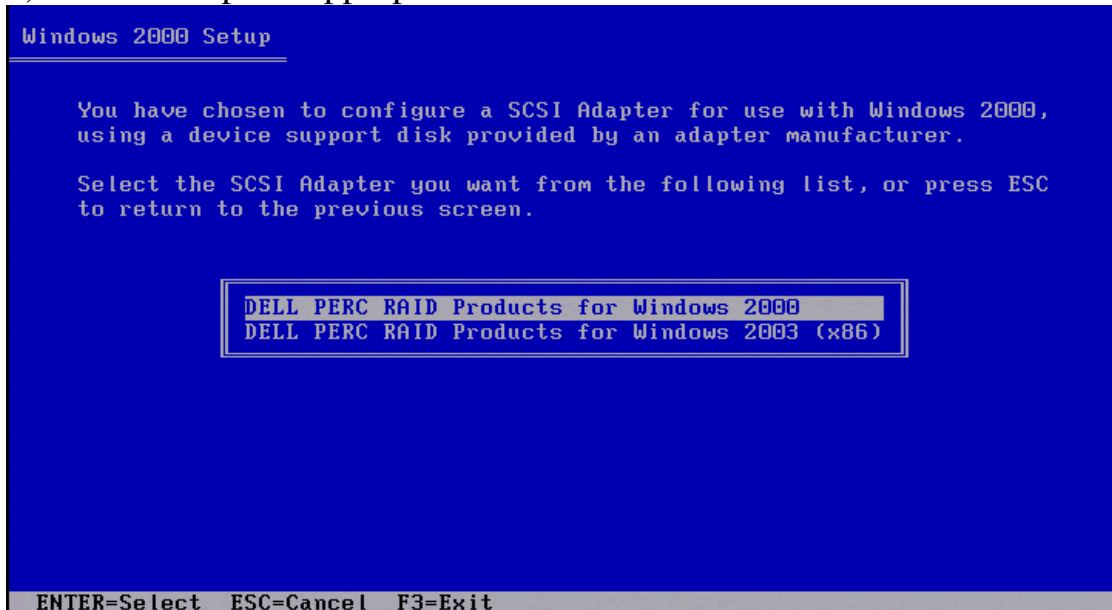
```
Windows 2000 Setup
-----

Please insert the disk labeled
Manufacturer-supplied hardware support disk
into Drive A:

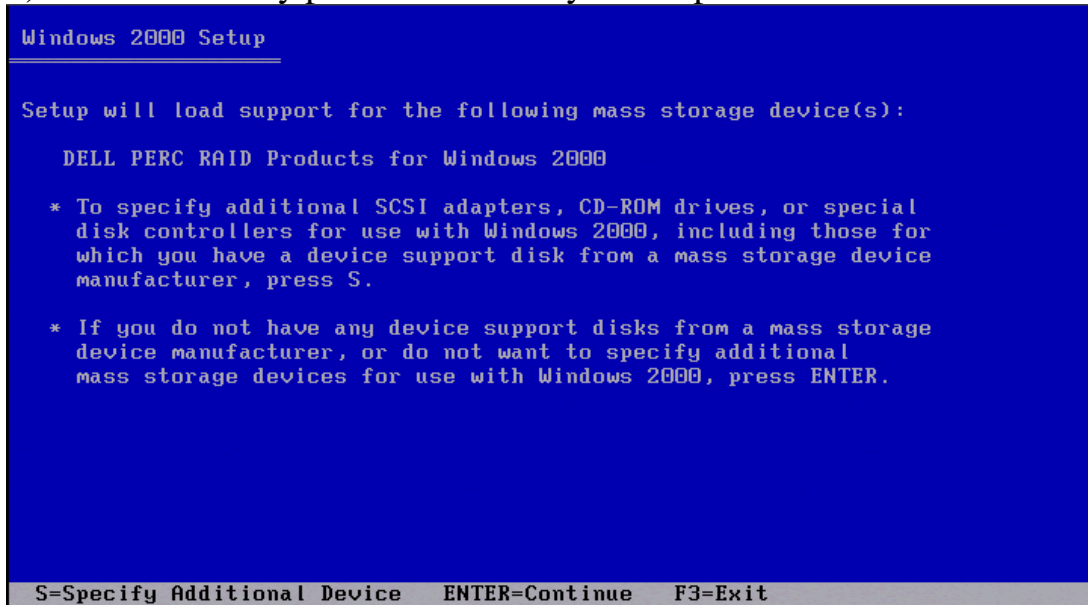
* Press ENTER when ready.

ENTER=Continue  ESC=Cancel  F3=Exit
```

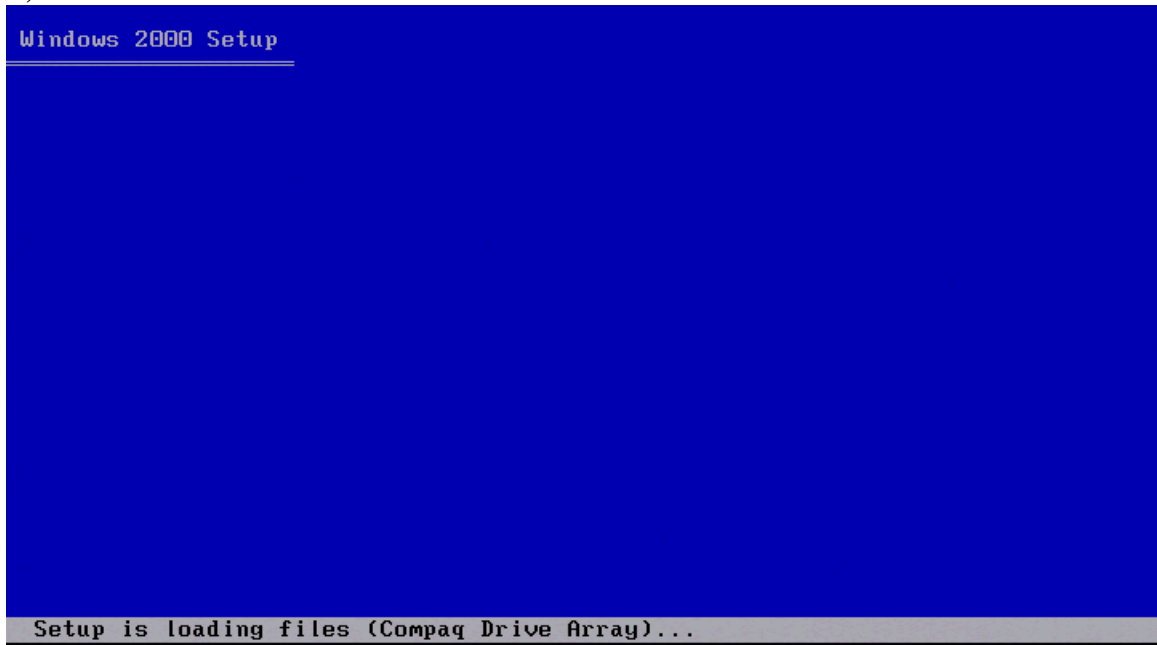
5) Select the option appropriate to the server



6) You will usually press the enter key at this point



7) Let it run awhile



8) You want to “set up Windows 2000 now” **NOT A REPAIR (yet)**

```
Windows 2000 Server Setup

Welcome to Setup.

This portion of the Setup program prepares Microsoft(R)
Windows 2000(TM) to run on your computer.

• To set up Windows 2000 now, press ENTER.
• To repair a Windows 2000 installation, press R.
• To quit Setup without installing Windows 2000, press F3.

ENTER=Continue R=Repair F3=Quit
```

9) Accept the license agreement

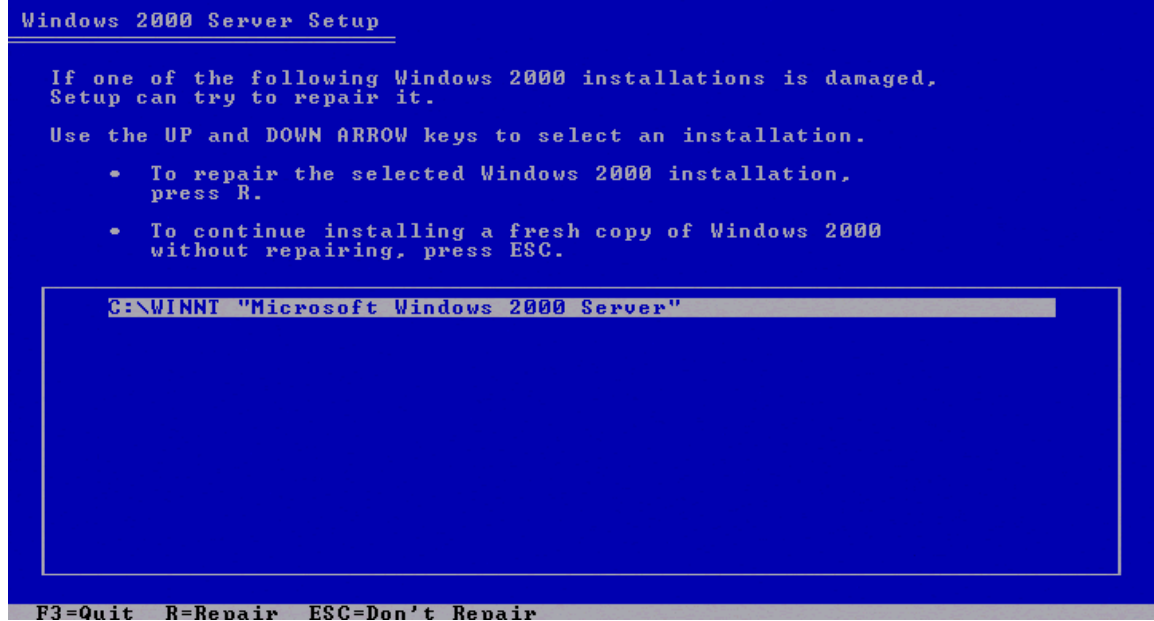
```
Windows 2000 Licensing Agreement

END-USER LICENSE AGREEMENT
FOR MICROSOFT(R) WINDOWS(R) 2000 SERVER OR
WINDOWS(R) 2000 ADVANCED SERVER

IMPORTANT-READ CAREFULLY: This End-User
License Agreement ("EULA") is a legal agreement between
you (either an individual or a single entity) and the
manufacturer ("Manufacturer") of the computer system ("COMPUTER")
with which you acquired the Microsoft software product identified
above ("PRODUCT" or "SOFTWARE PRODUCT"). If
the PRODUCT is not accompanied by a new COMPUTER, you may not
use or copy the PRODUCT. The PRODUCT includes computer
software, the associated media, any printed materials, and any
"online" or electronic documentation. This EULA is valid and
grants the end-user license rights ONLY if the PRODUCT is genuine
and a genuine Certificate of Authenticity for the PRODUCT is
included as part of the PRODUCT. Any software provided along
with the PRODUCT that is associated with a separate end-user
license agreement is licensed to you under the terms of that
license agreement. By installing, copying, downloading, accessing
or otherwise using the PRODUCT, you agree to be bound by the terms
of this EULA. If you do not agree to the terms of this EULA,
Manufacturer and Microsoft Licensing, Inc. ("MS") are unwilling
to license the PRODUCT to you. In such event, you may not use or
copy the PRODUCT, and you should promptly contact Manufacturer
for instructions on return of the unused PRODUCT in accordance

FR=I agree  ESC=I do not agree  PAGE DOWN=Next Page
```

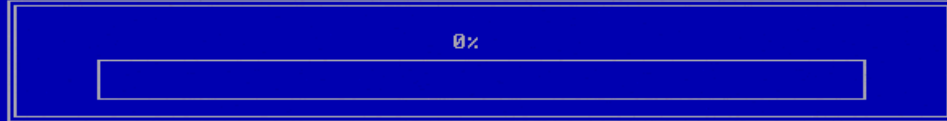
10) Now you want to select **Repair**



11) Let it do its thing.

Windows 2000 Server Setup

Please wait while Setup examines your disks. This may take several minutes depending on the size of the disks.



Checking drive C:...

12) Insert the Driver floppy again and press the enter key



Windows 2000 Server Setup

Please wait while Setup copies files to the Windows 2000
installation folders.
This may take several minutes to complete.

Setup is copying files...

29%



Copying: 1_10646.ttf

F2 = Setup
F10 = Utility Mode
F12 = PXE Boot

PowerEdge 2600
Embedded server management firmware revision 1.68
Primary backplane firmware revision 1.01
Peripheral backplane firmware revision 1.01

Two 3066 MHz Processors, Processor Bus: 533 MHz, L2 cache: 512 KB

PERC 4/Di RAID Controller BIOS Version 1.04 Feb 27, 2003
Copyright(c) LSI Logic Corp.
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-



Windows 2000 Server Upgrade

Installing Devices

Setup is detecting and installing devices on your computer.



Please wait while Setup detects and installs devices such as your keyboard and mouse. This will take several minutes. During this time, your screen may flicker for a few seconds.



< Back

Next >

Windows 2000 Server Upgrade

Regional Settings

You can customize Windows 2000 for different regions and languages.



The system locale and user locales control how numbers, currencies, and dates appear.

The system locale is set to English (United States), and the user locale is set to English (United States) for all users on the computer.

To change system or user locale settings, click Customize.

The keyboard layout controls the characters that appear when you type.

Each user will use the US keyboard layout.

To change the keyboard layout, click Customize.

Windows 2000 Server Upgrade

Your Product Key

Your Product Key uniquely identifies your copy of Windows 2000.



The 25-character Product Key appears on the lower section of your Certificate of Authenticity.

Type the Product Key below:

Product Key:

- - - -

< Back

Next >

Windows 2000 Server Upgrade

Windows 2000 Components
You can add or remove components of Windows 2000.

To add or remove a component, click the checkbox. A shaded box means that only part of the component will be installed. To see what's included in a component, click Details.

Components:

<input type="checkbox"/>	Management and Monitoring Tools	5.0 MB	▲
<input type="checkbox"/>	Message Queuing Services	2.6 MB	
<input type="checkbox"/>	Networking Services	3.5 MB	■
<input checked="" type="checkbox"/>	Other Network File and Print Services	0.0 MB	
<input type="checkbox"/>	Remote Installation Services	1.7 MB	▼

Description: Shares files and printers on this computer with others on the network.

Total disk space required: 0.0 MB
Space available on disk: 46028.9 MB

[Details](#)

< Back Next >

Raritan Remote Client [Rack 65 - Dominion-KX at 172.24.60.42 :: test]

Connection Keyboard Video Mouse Tools View Window Help

Raritan Devices

- Rack 65 [172.24.60.42]
 - 1: InWebserver1
 - 3: VMFinTAD
 - 4: Channel 4
 - 5: dnaspascd
 - 6: dnadb2
 - 7: dnacognos
 - 8: charm03
 - 9: ExWebserver1
 - 10: SunRay
 - 16: test
 - Admin
 - Diagnostic
- Rack32 at 101 [172.24.65.157]
 - 1: dnadev
 - 3: dnak110
 - 4: BurtCollax
 - 5: dna2K301v-aldel
 - 6: dnadb1
 - 7: appserver2
 - 8: DRINT12A
 - 9: dnadispatch
 - 10: DNANT10
 - 11: Appserver1
 - 12: DNASOX01
 - 13: DnaSox02
 - 15: Solmar
 - 16: Prisma
 - Admin
 - Diagnostic
- RaritanKM [172.17.201.31]
- Washington [10.39.39.200]

Windows 2000 Server Upgrade

Terminal Services Setup
You can run Terminal Services in one of two modes.

Terminal Services is currently configured to use:

- Remote administration mode
Allows a limited number of administrators to remotely manage this server. This setting minimizes impact on server performance.
- Application server mode
Allows users to remotely run one or more applications. This setting optimizes program response times.
To use this option, you must set up a Terminal Services Licensing server in this domain or workgroup within 90 days.
Use Add/Remove Programs in Control Panel to install programs for use in application server mode.

< Back Next >

Raritan Remote Client

start

1:44 PM

Windows 2000 Server Upgrade

Installing Components

Setup is installing Windows 2000 components.



Please wait while Setup installs the components. This may take several minutes.

Status: Preparing to configure components...



< Back

Next >

Windows 2000 Server Upgrade

Performing Final Tasks

Setup must complete a final set of tasks.



Please wait while Setup:

→ **Installs Start menu items**

Registers components

Saves settings

Removes any temporary files used



< Back

Next >



At this point, your system should be in a bootable state but you are not done. You will need to re-apply service packs and patches and may still have other repair work to do.