

# Using SmartStart Scripting Toolkit with Microsoft Automated Deployment Service

For more information about ADS issues and solutions, visit the Microsoft ADS Technology Center at <http://support.microsoft.com/default.aspx?scid=fh;EN-US;winsvr2003ads>.

**IMPORTANT:** Be sure that you have the latest patches installed for ADS and for your operating system. For the latest ADS information, refer to the Microsoft Knowledge Base at <http://support.microsoft.com/default.aspx?scid=fh;EN-US;KBHOWTO> and search for ADS.

## Troubleshooting Questions and Answers

**Q1** I am unable to boot to the Deployment Agent environment with a new add-in device. What should I do?

**Q2** I am unable to boot to the Deployment Agent environment with a new add-in device after updating drivers to the Deployment Agent Builder. Why?

**Q3** Why do ProLiant DL740 and DL760G2 servers hang when exiting PXE?

**Q4** Why can't the target system establish connection with the Microsoft ADS controller after booting into the Deployment Agent environment?

**Q5** Why did the system fail to use the NIC to perform a PXE boot?

**Q6** Pressing the **F12** key on a ProLiant DL580G2 server after the Power On Self Test (POST) does not cause the system to perform a PXE boot. Why not?

**Q7** Why does pressing the **F12** key to force a PXE boot cause the system to hang when exiting PXE ROM?

**Q1** I am unable to boot to the Deployment Agent environment with a new add-in device. What should I do?

**A1** Be sure that you have the latest patches installed for ADS and for your operating system, and update the Deployment Agent Builder with the latest driver as described in the *Using SmartStart Scripting Toolkit with Microsoft Automated Deployment Service* guide.

**Q2** I have updated the Deployment Agent Builder driver, but I still am unable to boot to the Deployment Agent environment with a new add-in device. Why?

**A2** ADS has problems interpreting some driver information (.inf) files. Refer to Microsoft Knowledge Base articles 829053 and 830413 for detailed information about the issue. You must update ADS and the operating system where ADS is installed with patches from Microsoft to resolve this issue.

**Q3** Why do ProLiant DL740 and DL760G2 servers hang when exiting PXE?

**A3** You must change the standard boot order in the RBSU so that the boot controller boots before the NIC. Press the **F9** key after POST to enter RBSU. Press the **F12** key to force the system to perform a PXE boot if necessary. This issue will be resolved in a future release of the BIOS.

**Q4** Why can't the target system establish connection with the Microsoft ADS controller after booting into the Deployment Agent environment?

A4 You must ensure that the target system is set to the current date and time before connecting to the Microsoft ADS controller.

**Q5** Why did the system fail to use the NIC to perform a PXE boot?

A5 You must ensure that the system has the latest firmware installed and that the system boot order is set appropriately. Set the Standard Boot Order as follows:

- A:
- CD-ROM
- Network
- Storage Controller

Refer to the *Using SmartStart Scripting Toolkit with Microsoft Automated Deployment Service* guide for instructions on enabling PXE on ProLiant servers. To download the latest system BIOS and PXE firmware, refer to <http://h18000.www1.hp.com/support/files/server/us/index.html>.

**Q6** Pressing the **F12** key on a ProLiant DL580G2 server after the Power On Self Test (POST) does not cause the system to perform a PXE boot. Why not?

A6 The **F12** option can only be used on systems with an embedded NIC. This option will be removed from the BIOS in the next release. To resolve this issue, change the standard boot order in RBSU so that the NIC boots before the boot controller. Press the **F9** key after POST to enter RBSU.

**Q7** Why does pressing the **F12** key to force a PXE boot cause the system to hang when exiting PXE ROM?

A7 You must change the standard boot order in RBSU so that the NIC boots before the boot controller. Press the **F9** key after POST to enter RBSU. This issue will be resolved in a future release of the BIOS.