NEC

Windows Server 2008 R2 Service Pack 1

About Installation

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1 Introduction

This document provides information that should be noted **about the installation of "Windows Server 2008 R2 Service Pack 1" (hereafter referred to as "Service Pack 1")**.

> **Be sure to read through to the end of this document before installing the Service Pack 1.**

[About support for Hyper-V 2.0]
　For details on installing the Service Pack 1 in an environment with Hyper-V 2.0 enabled, refer to the following.
　http://www.58support.nec.co.jp/global/download/w2k8r2/hyper-v/hyper-v-v2.html

[Symbols used in this document]

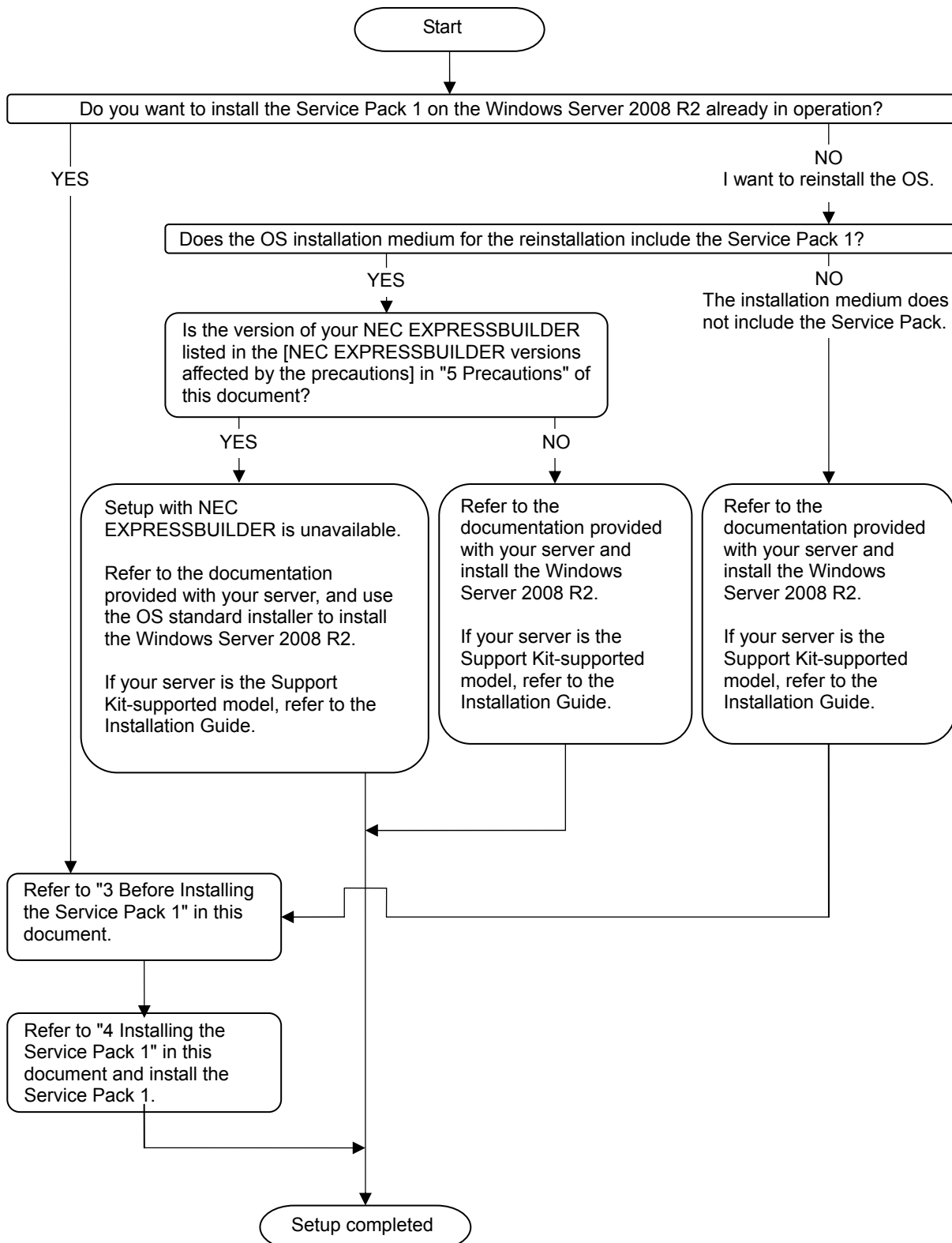|	
Important	Indicates instructions that must be followed when handling the server or operating the software. Failure to follow the described procedure may cause serious failures such as malfunction of the server or data loss.
Check	Indicates information about handling the server, operating the software, etc. that must be checked.
Tips	Indicates useful and helpful information for users.

This document uses the following expressions consistently.
Interpret the expressions as those corresponding to the version of your NEC EXPRESSBUILDER.

- Setup with OS standard installer
  Equivalent to "Clean Installation" in NEC EXPRESSBUILDER Version 5.xx-xxx.xx.

- Setup with NEC EXPRESSBUILDER
  Equivalent to "Express Setup" in NEC EXPRESSBUILDER Version 5.xx-xxx.xx.

- Installing the Starter Pack
  Equivalent to "Updating the System" in NEC EXPRESSBUILDER Version 5.xx-xxx.xx.

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2 Preparing for the Installation

The steps to install the Service Pack 1 vary depending on your environment.
Refer to the following to find out which steps you need to take.

```
                                    ┌──────────┐
                                    │  Start   │
                                    └──────────┘
                                          │
┌─────────────────────────────────────────────────────────────────────────────┐
│ Do you want to install the Service Pack 1 on the Windows Server 2008 R2 already in operation? │
└─────────────────────────────────────────────────────────────────────────────┘
      │                                                              │
    YES                                                             NO
      │                                              I want to reinstall the OS.
      │                                                              │
      │              ┌──────────────────────────────────────────────────────────┐
      │              │ Does the OS installation medium for the reinstallation include the Service Pack 1? │
      │              └──────────────────────────────────────────────────────────┘
      │                      │                                       │
      │                    YES                                      NO
      │                      │                         The installation medium does
      │                      │                         not include the Service Pack.
```

┌──┐
│ Is the version of your NEC EXPRESSBUILDER listed in the [NEC EXPRESSBUILDER versions affected by the precautions] in "5 Precautions" of this document? │
└──┘

```
            YES                              NO
```

Setup with NEC EXPRESSBUILDER is unavailable. Refer to the documentation provided with your server, and use the OS standard installer to install the Windows Server 2008 R2. If your server is the Support Kit-supported model, refer to the Installation Guide.	Refer to the documentation provided with your server and install the Windows Server 2008 R2. If your server is the Support Kit-supported model, refer to the Installation Guide.	Refer to the documentation provided with your server and install the Windows Server 2008 R2. If your server is the Support Kit-supported model, refer to the Installation Guide.

Refer to "3 Before Installing the Service Pack 1" in this document.

Refer to "4 Installing the Service Pack 1" in this document and install the Service Pack 1.

```
                              ┌──────────────────┐
                              │ Setup completed  │
                              └──────────────────┘
```

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3 Before Installing the Service Pack 1

(1) Make sure that there is enough free disk space to install the Service Pack 1.
     For details, refer to the Microsoft Web site below.

     http://technet.microsoft.com/en-us/library/ff817650(WS.10).aspx

(2) Installing the following updates before installing the Service Pack 1 is recommended.
     For details, refer to the Microsoft Web site.

- Update ID: KB2487426
  [Phenomenon]
      While installing the Service Pack 1, an application error may occur in x86-based applications
      or services.

      http://support.microsoft.com/kb/2487426/en-us

  [Applicable conditions]
      Installing this update is recommended if you install the Service Pack 1 under the following
      conditions.
      ・ To install the Service Pack 1 downloaded from the Microsoft Download Center.
      ・ To Install the Service Pack 1 from the installation medium.

  [How to install the update]
      This update can be installed by using the Windows Update.

- Update ID: KB2533552
  [Phenomenon]
      After installing the Service Pack 1, the computer may freeze, or restart to a black screen with a
      "0xC0000034" error message appeared.

      http://support.microsoft.com/kb/2533552/en-us

  [How to install the update]
      This update can be installed by using the Windows Update.

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- Update ID: KB2534366
  [Phenomenon]
  While installing the Service Pack 1 on a computer that has more than 10 language packs installed, the computer stops responding at a black screen.
  Additionally, a "0xC000009A" error message appears.

  http://support.microsoft.com/kb/2534366/en-us

  [How to install the update]
  This update can be installed by using the Windows Update.

4 Installing the Service Pack 1

If the Windows Server 2008 R2 is already in operation, or the OS is reinstalled by using the installation medium without Service Pack 1, install the Service Pack 1 only.
For details, refer to the Microsoft Web site below.

http://support.microsoft.com/kb/976932/en-us

	Read through the following before installing the Service Pack 1.
Tips	• "3 Before Installing the Service Pack 1" in this document • Information regarding prerequisites and precautions provided on the NEC Corporation and Microsoft Corporation Web sites.

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5 Precautions

● In the setup by using the NEC EXPRESSBUILDER, the OS installation medium with Service Pack 1 cannot be used.

Check

If you proceed with the setup steps by using the OS installation medium with Service Pack 1, the following message appears and the setup is cancelled.

Install Windows

Windows could not apply unattend settings during pass [offlineServicing].

OK
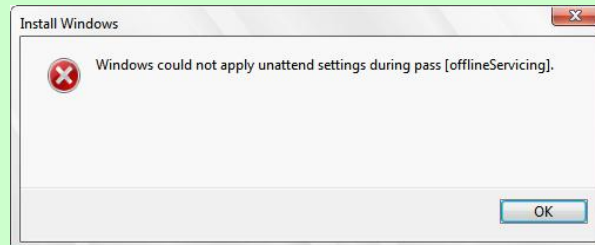
[NEC EXPRESSBUILDER versions affected by the precautions]

Affected model	Affected NEC EXPRESSBUILDER version
NEC Express5800/R110b-1 NEC Express5800/R110c-1 NEC Express5800/E110b-1 NEC Express5800/E110c-1 NEC Express5800/T110b NEC Express5800/T110c	NEC EXPRESSBUILDER Version 5.10-014.**05** and later
NEC Express5800/GT110b NEC Express5800/GT110b-S	NEC EXPRESSBUILDER Version 5.10-015.**01** and later
NEC Express5800/R140b-4	NEC EXPRESSBUILDER Version 5.10-016.**01** and later
NEC Express5800/R120b-1 NEC Express5800/R120b-2 NEC Express5800/T120b-E NEC Express5800/GT120b NEC Express5800/T120b-M	NEC EXPRESSBUILDER Version 5.10-017.**01** and later
NEC Express5800/E120b-1	NEC EXPRESSBUILDER Version 5.10-018.**01** and later
NEC Express5800/R320a-M4 NEC Express5800/R320a-E4 NEC Express5800/R320b-M4	NEC EXPRESSBUILDER Version 5.30-003.**01** and later
NEC Express5800/B120a NEC Express5800/B120b NEC Express5800/B120b-LW NEC Express5800/B120a-d NEC Express5800/B120b-d NEC Express5800/B120b-h	NEC EXPRESSBUILDER Version 5.40-004.**03** and later
NEC Express5800/GT110d NEC Express5800/GT110d-S NEC Express5800/R110d-1E NEC Express5800/E110d-1	NEC EXPRESSBUILDER Version 6.10-020.**01** 〃 .**02**

Tips

The version of each NEC EXPRESSBUILDER can be identified from the last digits.

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- ● Once the Service Pack 1 has been installed, the Starter Pack does not need to be installed again. However, be sure to install the Starter Pack again in the following cases.

    - When the system configuration has been changed.
      (In the case that an optional internal device has been installed or removed: If a dialog box prompting you to restart the system appears after changing the system configuration, click [No] and install the Starter Pack.)
    - When the system has been recovered by using the recovery process.
    - When the system has been restored by using the backup tool.

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6 Troubleshooting

This chapter describes the phenomena which may occur due to the installation of the Service Pack 1.
If you experience an issue that is not described here, refer to the documentation provided with your server.

? In the setup by using the NEC EXPRESSBUILDER, the following message appears and the setup is cancelled.
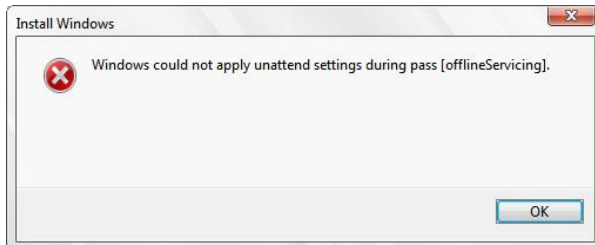
□ Did you use the OS installation medium with Service Pack 1 in the setup by using the NEC EXPRESSBUILDER?

To use the OS installation medium with Service Pack 1, perform the setup by using the OS standard installer.
For details, refer to "5 Precautions" in this document.

? After installing the Service Pack 1, the following event log may be recorded.

```
[Application log]
Source:      Application Error
Type:        Error
Event ID:    1000
Description: Faulting application name: <The name of the faulting file>,
             version: X.X.XX.XXXX, time stamp: XXXXXXXXXX
             Faulting module name: unknown,
             version: X.X.X.X,
             time stamp: XXXXXXXXXX
             Exception code: XXXXXXXXXX
             Fault offset: XXXXXXXXXX
             Faulting process id: XXXXX
             Faulting application start time: XXXXXXXXXXXXXXXXXX
             Faulting application path: <The path to the faulting file>
             Faulting module path: unknown
             Report Id: XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX
```

* The parameters represented by "X" vary depending on the faulting application.

□ This log is recorded while installing the Service Pack 1 if the update for KB2487426, which is described in "3 Before Installing the Service Pack 1," is not installed.

Even if this log is recorded, there is no impact on the OS environment with Service Pack 1 installed.

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? After installing the Service Pack 1, the computer may freeze, or restart to a black screen with a "0xC0000034" error message appeared.

- □ This issue occurs if the Service Pack 1 is installed before installing the update for KB2533552, which is described in "3 Before Installing the Service Pack 1" in this document.
  If this occurs, refer to the Web site below and restore the computer to the state before installing the Windows Server 2008 R2 Service Pack 1, and then, install the Service Pack 1 again.
  (As the Web site is for Windows 7, read "Windows 7" as "Windows Server 2008 R2.")

  http://windows.microsoft.com/en-us/windows7/why-am-i-receiving-error-0xc0000034-after-installing-windows-7-service-pack-1-sp1

? While installing the Service Pack 1 on a computer which has more than 10 language packs installed, the computer stops responding at a black screen.
In addition, a "0xC000009A" error message appears.

- □ This issue occurs if the Service Pack 1 is installed before installing the update for KB2534366, which is described in "3 Before Installing the Service Pack 1" in this document.
  If this occurs, refer to the Web site below and restore the computer to the state before installing the Windows Server 2008 R2 Service Pack 1, uninstall all unused language packs and install the Service Pack 1 again.
  (As the Web site is for Windows 7, read "Windows 7" as "Windows Server 2008 R2.")

  http://windows.microsoft.com/en-us/windows7/error-0xC000009A-installing-windows-7-sp1

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Revision History

First Edition	Initial release
Second Edition	Added support for the NEC EXPRESSBUILDER Version 6
Third Edition	Added descriptions on the updates (KB2533552, KB2534366)

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