NEC Express5800 Series

NEC

NEC Express5800/120Rf-1,120Rh-2
Operation Manual

For Microsoft® Windows Server™ 2003,
Standard x64 Edition /
Microsoft® Windows Server™ 2003,
Enterprise x64 Edition

Preface

This manual explains how to install the Microsoft® Windows Server™ 2003, Standard x64 Edition/Microsoft® Windows Server™ 2003, Enterprise x64 Edition (hereinafter called the "Windows Server 2003 x64 Editions") by using the NEC difference module for the Windows Server 2003 x64 Edition for Express5800/120Rf-1 and 120Rh-2.
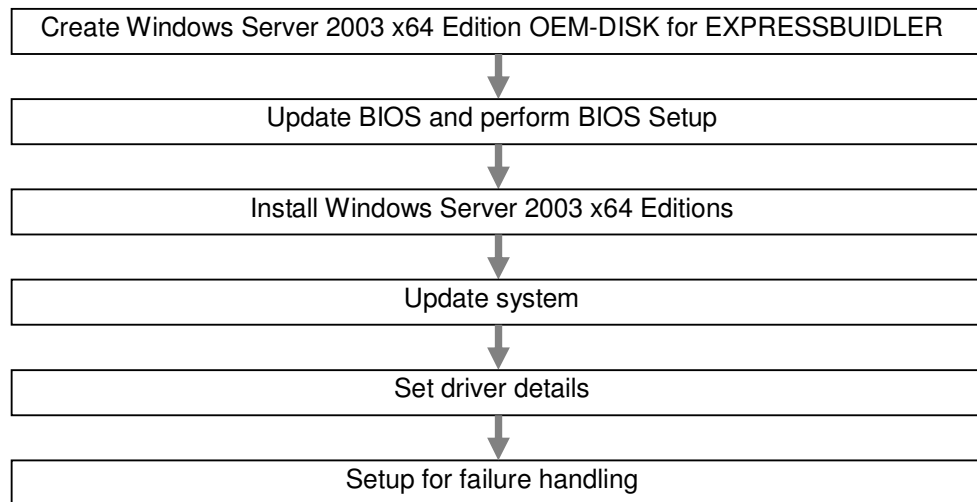
Before installing the Windows Server 2003 x64 Editions, be sure to read this manual thoroughly.

> **NOTE**   The NEC difference module for the Windows Server 2003 x64 Edition for Express5800/120Rf-1 and 120Rh-2 is dedicated to the Express5800/120Rf-1 and 120Rh-2. This module cannot be applied to the other devices.

Installation Procedure Outline of the Windows Server 2003 x64 Editions

The installation procedure of the **Windows Server 2003 x64 Editions** is outlined below.
It is impossible to upgrade the **Windows Server 2003 x64 Editions** from the existing 32-bit edition.

Make sure to **make clear installation**.

Create Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUIDLER
↓
Update BIOS and perform BIOS Setup
↓
Install Windows Server 2003 x64 Editions
↓
Update system
↓
Set driver details
↓
Setup for failure handling

Preparation for Installing the Windows Server 2003 x64 Editions

■ Items Required for Installation

Before starting to install the Windows Server 2003 x64 Editions, check that the following media and manuals have been prepared:

- **NEC difference module for the Windows Server 2003 x64 Edition for the Express5800/120Rf-1 and 120Rh-2**
  (hereinafter Called the NEC difference module)

  Visit *NEC Express5800 Web Site* (http://www.nec.co.jp/express/) (hereinafter called the download site), and acquire the module.

- **Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUILDER**
  (or one 3.5-inch floppy disk in the 1.44MB format)
  For the creation procedure, see "Creating the Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUILDER".

- **NEC Express5800/120Rf-1, 120Rh-2 Operation manual For Microsoft® Windows Server™ 2003, Standard x64 Edition/Microsoft® Windows Server™ 2003, Enterprise x64 Edition** (this manual)

- **Microsoft® Windows Server™ 2003, Standard x64 Edition/**
  Microsoft® Windows Server™ 2003, Enterprise x64 Edition (CD-ROM)
  *　To be purchased separately.
  (hereinafter called the Windows Server 2003 x64 Edition CD-ROM)
  or **Backup CD-ROM Microsoft Windows Server 2003, Standard x64 Edition/Backup CD-ROM Microsoft Windows Server 2003, Enterprise x64 Edition** (hereinafter called the backup CD-ROM)

- **EXPRESSBUILDER CD-ROM**
  User's Guide (See the "Online Document" from the master control menu of the EXPRESSBUILDER CD-ROM.)
  The above are supplied when the Express5800 series is purchased:

■ Downloading the NEC Difference Module

Before creating the Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUILDER or updating the system, download the NEC difference module for the Express5800/120Rf-1 and 120Rh-2 by following the steps below.

(1) Visit the *Download site* and download the NEC difference module supporting the Express5800/120Rf-1 and 120Rh-2.

(2) After downloading the module, store it in any folder on the hard disk drive.
   (Example:　C:\TEMP)
   NOTE　The name of the download destination folder must not contain blank characters.

■ **Creating the Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUILDER**

The installation requires a floppy disk called the Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUILDER.

> **TIPS** If you have already created the Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUILDER for the device, you need not create it again.

Follow the steps below to create the disk:

(1) Prepare one empty 3.5-inch floppy disk of 1.44MB format.

(2) Start the operating system.

(3) Download the NEC difference module.
(See "Downloading the NEC Difference Module".)

(4) Set the floppy disk in the floppy disk drive.

(5) Copy all the files in the following folder to the floppy disk:

<destination-folder-name>**WINNT\OEMFD\W2K3AMD\FD1**

On completion of copying, you have completed creating the Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUILDER.

Write-protect the created Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUILDER, attach a label to the floppy disk, and keep it in a safe place.

Precautions

Before installing **Windows Server 2003 x64 Editions**, read the following precautions carefully.

■ Procedure for License Activation

When the backup CD-ROM is used, installation is made in the license-activated state. When other OS CD-ROMs are used, a procedure for activating the license of the Windows Server 2003 x64 Editions is required.   The product key used in the procedure and the product key indicated on the COA label provided with the Windows Server 2003 x64 Editions must match.

> **IMPORTANT**
> - Perform activation within 30 days after installation.
>   After 30 days elapse, the system may be locked.
> - The COA label may be adhered to the device.

■ Optional Boards Supported by the NEC Difference Module

The following optional boards are supported by the NEC difference module:

<SCSI model>
- Boards supporting OS installation by the NEC difference module
  - N8103-80F disk array controller (1ch)
  - N8103-81F disk array controller (2ch)
  - SCSI HostRAID (the controller on the motherboard is used)

- Other options
  - N8103-56F SCSI controller
  - N8103-75 SCSI controller
  - N8103-95 SCSI controller
  - N8190-126 SCSI controller

<SATA model>
- Boards supporting OS installation by the NEC difference module
  - N8103-80F disk array controller (1ch)
  - N8103-81F disk array controller (2ch)
  - SATA HostRAID (the controller on the motherboard is used)

- Other options
  - N8103-56F SCSI controller
  - N8103-75 SCSI controller
  - N8103-95 SCSI controller
  - N8190-126 SCSI controller

■ Disk Configuration

The disk area may contain an area labeled "EISA configuration".   This area is a maintenance partition for storing configuration information and utilities.   Do not delete this area.

■ Re-Installation on a Dynamic Disk

When the hard disk drive that has been upgraded to a dynamic disk is used for re-installation, if there is a partition other than the partition in which the OS is installed, and you want to keep that partition, note the following:

- As the partition where the OS is to be installed, select the one where the OS was installed before.

- Select "Use the current File System" for the OS partition format.

■ Magneto-optical drive

When NTFS is set for the file system with a magneto-optical drive connected at installation, file system conversion may not be performed correctly.
If correct file system conversion is not performed, remove the magneto-optical drive, and perform installation from the beginning.

■ DAT and Other Media

During setup, do not set any media such as a DAT that are not required for installation.

■ Updating BIOS

Before installing the Windows Server 2003 x64 Editions, BIOS for the Windows Server 2003 x64 Editions may have to be updated using the EXPRESSBUILDER CD-ROM.
To determine whether BIOS update is required or not, visit the download site and check for any supported module.
For the update procedure, see the introductory statements presented at the time of BIOS downloading to each device and "Readme.txt" included in downloaded data.

■ Size of a Created Partition

The size of a partition to install the system can be calculated from the following expression:

Required size for installation + paging file size + dump file size + application size

Required size for installation	=	4100MB
Paging file size (recommended)	=	Installed memory capacity $\times$ 1.5
Dump file size	=	Installed memory capacity + 1MB
Application size	=	Any size

> **IMPORTANT**
> - The above paging file size is a recommended size for collecting debug information (dump file). The boot volume requires a paging file having an enough initial size for storing the dump file. If the paging file becomes insufficient, collection of accurate debug information may fail because of virtual memory shortage. Therefore, set a sufficient paging file size for the entire system.
> - If the installed memory capacity is 2GB or more, the maximum dump file size is 2048MB plus 1MB.
> - When other applications are to be installed, add the disk space required for them separately.

When the installed memory capacity is 512MB, for example, the partition size is calculated using the above expression as follows:

4100MB + (512MB $\times$ 1.5) + 512MB + 1MB + application size
= 5381MB + application size

If the size of the partition to install the system is smaller than the total of the required size for installation and the paging file size, enlarge the partition size, or prepare an additional disk drive. If the dump file size cannot be reserved, you can allocate the dump file on two ore more disks as follows:

(1) Set the size (the required size for installation plus the paging file size).

(2) See "Setup for Failure Handling" and make settings so that debug information (portion for the dump file size) is written to the other disks.

If the disk does not have enough space for writing for the dump file size, install the system with the partition size set to the required size for installation plus the paging file size, and add a new disk.

■ Manual Installation

The [Install hardware/install software] pop-up window may appear twice during installation, which does not affect the system operation, however. Click [Yes] each time and continue the installation steps.
In the subsequent steps, follow the messages to continue installation.

■ Creating a RAID Drive

When SATA HostRAID is to be used, set HostRAID to Enabled with the BIOS setup utility to create a RAID drive before installation.   When SCSI HostRAID is to be used, set HostRAID to Enabled with the SCSI Select Utility to create a RAID drive before installation.   For how to create a RAID drive, refer to the description of RAID configuration in the User's Guide.   When using an optional disk array controller, refer to the manual supplied with the board.

1 Installing Windows Server 2003 x64 Editions

This chapter details the clear installation of the **Windows Server 2003 x64 Editions**.

1. Turn on the power to the system.

   IMPORTANT Update BIOS for the Windows Server 2003 x64 Editions if necessary. To determine whether BIOS update is required or not, visit the *download site* and check for any supported module.

   The execution state of POST (Power On Self-Test) is displayed on the display screen. (If the "NEC" logo is displayed, press the <Esc> key.)
   In a little while, the following message appears in the lower left part of the screen:

   Press <F2> to enter SETUP

2. Press the <F2> key, select "Advanced" from the BIOS Setup menu, and set "Installed O/S" to "PnP O/S". The setting method varies depending on the models. For details, refer to "Readme.txt" included in the BIOS download data of the device.

3. From the BIOS Setup menu, select "Exit" → "Save Changes & Exit", and select [Yes] to restart the system.

4. Set the Windows Server 2003 x64 Edition CD-ROM or backup CD-ROM in the CD-ROM drive, then perform a reset operation (by pressing the <Ctrl>+<Alt>+<Del> keys) or turn the power off then on again to restart the NEC Express5800 series.

   IMPORTANT When a bootable OS has already been installed on the hard disk, press the <Enter> key while "Press any key to boot from CD..." is displayed on the screen. This operation is unnecessary if no bootable OS is present.

   The system boots from the CD-ROM, and the installation program starts.

   The Windows Server 2003 x64 Editions setup screen appears. If the setup screen does not appear, the <Enter> key was not pressed at the proper timing. In this case, turn off the power once and then on again to start the steps from the beginning.

5. For a SCSI model with a disk array controller attached or with the standard RAID controller (SATA HostRAID or SCSI HostRAID) equipped, press the <F6> key while "Setup is inspecting your computer's hardware configuration..." is displayed in the upper part of the screen.

> **TIPS** • Pressing the <F6> key does not change the screen display.
> • When SATA HostRAID or SCSI HostRAID is used, a RAID drive must be created in advance. Refer to the description of RAID configuration in the User's Guide.
> • When an optional disk array controller is used, refer to the manual supplied with the board.

When the <F6> key need not be pressed, the subsequent steps are unnecessary. Perform setup operation according to the instructions displayed on the screen.   For details, refer to "First Step Guide".

6. When the following message is displayed, press the <S> key:

```
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).
```

The following message is displayed:

```
              Please insert the disk labeled
    Manufacturer-supplied hardware support disk
                    into Drive A:
              * Press ENTER when ready.
```

7. Set the Windows Server 2003 x64 Edition OEM-DISK for EXPRESSBUILDER in the floppy disk drive, and press the <Enter> key.

A list of SCSI host adapters is displayed.

8. From the SCSI adapter list, select one of the following, and press the <Enter> key:

- For N8103-80F
  [MegaRAID SCSI 320-1 RAID Controller Driver]

- For N8103-81F
  [MegaRAID SCSI 320-2 RAID Controller Driver]

- For SCSI HostRAID
  [Adaptec HOSTRAID driver for Windows XP/2003 x64 Edition]

- For SATA HostRAID
  [Adaptec SATA driver for Windows XP/2003 x64 Edition]

IMPORTANT • If the system is equipped with the N8103-80F or N8103-81F, press the <S> key when the following message is displayed and continue:

> The driver you provided seems to be older than the Windows default driver.
> Windows already has a driver that you can use for
> "MegaRAID SCSI 320-1 RAID Controller Driver"
> Unless the device manufacturer prefer that you use the driver
> on the floppy disk, you should use the driver in Windows.

• A screen for setting the partition size for installing the Windows Server 2003 x64 Editions is displayed in the middle of the setup operation.   The 55MB area displayed at the beginning is a partition used for storing the Express5800 series specific configuration information and dedicated utilities.   Although deletion of this area is not recommended, it may be deleted by selecting "D = Delete partition" if you do not want to have the 55MB area allocated.

• When the Windows Server 2003 x64 Editions are installed on a disk having an area not smaller than 100,000,000MB (100TB), only a value consisting of up to eight digits (99,999,999MB) can be set if the default partition size is not used.

On completion of copying files, the system restarts automatically.

TIPS The floppy disk and the CD-ROM need not be removed.   If the floppy disk is not removed, the CD-ROM must not be removed either.

In the subsequent setup steps, follow the instructions displayed on the screen.
For details, refer to "First Step Guide".

TIPS When a driver is selected from the SCSI host adapter list, a pop-up indicating that the logo test was not passed may appear, but this does not cause any system problem.   Click [OK] and continue processing.

9. After installing the Windows Server 2003 x64 Editions is completed, log on to the system as a user having a system administrator authority (Administrator, for example).

10. See "**System Update**" (Chapter 2), and execute the local information registry write file and update the system.

11. See "**Driver Installation and Detail Setting**" (Chapter 3), and install drivers and set details**.**

2 System Update

After installing the **Windows Server 2003 x64 Editions**, be sure to execute the **local information registry write file** (ASIA.REG or EU.REG) and **update the system** following the steps below.

If the NEC difference module has not been downloaded, see "**Downloading the NEC Difference Module**" in "**Preparation for Installing the Windows Server 2003 x64 Editions**", and download the module.

> **IMPORTANT** If you change the configuration of the system (by adding or removing hardware or Operating system software components) or repair the system, you must run the system update again.

1. Log on to the system with an account having an administrator authority (such as administrator).

2. Execute one of the following according to the last character of the model number of this device:

   For F: **ASIA.REG**
   For E: **EU.REG**

   A message confirming writing appears. Select [Yes].

3. Execute **< destination-folder-name>\WINNT\W2K3AMD\UPDATE.VBS**.
   A setup message appears.

   Continue operations according to the messages on the screen until the [Restart Computer] dialog box is displayed.

4. Click [Restart Computer] to restart the system.

3 Driver Installation and Detail Setting

Install and set up the drivers equipped as standard with this device.
For installation and setup of drivers not described here, refer to the relevant manuals supplied with them.

■ PROSet

PROSet is a utility included in the network driver to confirm network functions.
PROSet allows you to perform the following:

- Checking the detailed adapter information
- Diagnosing a loop back test,   packet transmission test, etc.
- Setting teaming

Configuring more than one network adapter as a team provides the system with a fault-tolerant environment and improve throughput between the devices and switches.
Before using this function, PROSet is required. Follow the steps below to install PROSet.

1. Start Explorer.

   [Procedure in the standard start menu mode]
   From the start menu click [Windows Explorer].

   [Procedure in the classic start menu mode]
   From the start menu, point [Programs] then [Accessories], and click [Windows Explorer].

2. In the
   <destination-folder-name>:\WINNT\W2K3AMD\NS1\PROSET\WS03_32E>
   directory, click the "DXSETUP.EXE" icon.

   [Intel(R) PROSet - Installshield wizard] starts.

3. Click [Next].

4. Click [I accept the terms in the license agreement].

5. Click [Next] with the default settings.

6. Click [Install].
   The [Install Shield Wizard Completed] window appears.

7. Click [Finish].

8. Restart the system.

   This completes the installation.

■ Before Installing the Network Driver

Before installing the network driver, a fix module for the Windows Server 2003 x64 Editions must be applied. If the network driver is started without applying this fix module, reference to the event log may be disabled.

> **Condition: When a Gigabit Ethernet Controller is connected at a line speed of 10Mbps**
> **Target device: The Gigabit Ethernet board provided as a standard board in the Express5800/120Rf-1 and 120Rh-2 and the optional Gigabit Ethernet board**

To acquire the fix module, contact our local representative.

■ Network Driver

Specify the details of network driver.
One standard network driver that is mounted will be installed automatically, but the link speed and Duplex mode need to be specified manually.

When PROSet is not installed

1. Display the [Local Area Connection Properties] dialog box.

   For the standard start menu
   Click [Start] → [Control Panel] → [Network Connections] → click [Local Area Connection].

   For the classic start menu
   Click [Start] → [Settings] → [Network Connections].   The [Network Connections] dialog box appears.

2. Right-click [Local Area Connection] and click [Properties] from pop-up menu.

3. Click [Configure].
   The property dialog box for network adapter appears.

4. Click the [Advanced] and specify the [Link Speed & Duplex] value the same as the value specified for HUB.

5. Click [OK] on the property dialog box for network adapter.

When PROSet is installed

1. Open the [Device Manager].

2. Double-click [(Network Adapter Name)] in the list.

3. Click the [Link] and specify the [Link Speed & Duplex Settings] value the same as the value specified for HUB.

4. Click [OK].

   Also, add or delete any protocols and services if necessary.
   You can operate the process on the property dialog box for local area network which appears from [Network and Dial-up Connection].

> **NOTE** We recommend to add [Network Monitor] with Add Services.
> [Network Monitor] monitors frames (or packets) transmitted and received by the computer. This tool is useful for network failure analysis. For the installation procedure of this tool, refer to the User's Guide.

Re-install the Network Driver
The network driver will be installed automatically.

■ Optional Network Driver

The following describes the procedure to install the optional network boards (N8104-112/109/115/88/111/86/103/113).

When using the N8104-112/109/115/88/111/86/103/113, see the following procedure and install a driver included in the NEC difference module.

For N8104-111/86/88
<destination-folder-name>:\WINNT\W2K3AMD\NS1\PRO100\WS03_32E

For N8104-112/109/115/103/113
<destination-folder-name>:\WINNT\W2K3AMD\NS1\PRO1000\WS03_32E

<Installing the network driver for optional boards>

1. Start the device manager.

2. Select [Network adapters] and double-click [(Network Adapter Name)].
   The [(Network Adapter Name) Properties] dialog box is displayed.

   NOTE [(Intel(R) PRO/1000...)] is an on-board adapter. The other network adapter names indicate optional boards.

3. Select the [Driver] tab, and click [Update Driver...].
   [Hardware Update Wizard] appears.

4. Select [Install from a list or specific location (Advanced)] and click [Next].

5. Select the [Search for the best driver in these locations] radio button and check off the [Search removable media (floppy, CD-ROM...)] check box.

6. Check [Include this location in the search], and enter the following:

   For 8104-111/86/88
   <destination-folder-name>:\WINNT\W2K3AMD\NS1\PRO100\WS03_32E>

   For the N8104-112/109/115/103/113
   destination-folder-name>:\WINNT\W2K3AMD\NS1\PRO1000\WS03_32E>

   Click [Next].
   Search for the driver starts, and after the driver is found, installation of the driver starts.

7. Click [Finish].

■ Graphics Accelerator Driver

The graphic accelerator driver equipped as standard is installed automatically at the time of system update.

1. From the start menu, click [Programs] → [Accessories] → [Windows Explorer].

2. Double-click the [SETUP.EXE] icon in the
    <destination-folder-name>:\WINNT\W2K3AMD\VIDEO> directory.

    IMPORTANT The graphics accelerator driver for the Windows Server 2003 x64 Editions supports as standard the use of a remote KVM console with the N8115-02CP01 advanced remote management card installed.   It is unnecessary to install a dedicated driver.

3. Perform operations following the message instructions.
    Installation of the driver starts.

    IMPORTANT When message "Digital Signature could not been found." appears, click [Yes] and continue installation.

4. Restart the system following the instructions displayed on the screen.

■ When Additionally Connecting a SCSI Controller (N8103-56F/75/95/ N8190-126)

When the SCSI controller (N8103-56F/75/95/N8190-126) is added to the system, its driver is installed automatically by the Plug and Play feature of the OS, and you need not perform any operation.

■ Additionally connecting RAID Controller Driver (N8103-80F/81F)

To additionally install the N8103-80F/81F in a system with Windows 2003 installed, connect the controller and take the following steps to install the driver:

1. When the [Found New Hardware Wizard] dialog box appears, click [Next].

2. When the [Install Hardware Device Drivers] dialog box appears, select [Search for a suitable driver for my device (Recommended)], and click [Next].

3. When the [Locate Driver Files] dialog box appears, select [Floppy disk drives], insert "Windows Server 2003 x64 Edition OEM-DISK for NEC EXPRESSBUILDER" into the floppy disk drive, and click [Next].

4. When the [Driver Files Search Results] dialog box appears, click [Next].

5. Copying of the driver is completed, and the [Completion of the new hardware detection wizard] dialog box below appears. Click [Complete].

Setup for Failure Handling

Perform the following setup operation in advance so that you can quickly and securely recover the system if a failure occurs.

■ Setting   Memory Dump (Debug Information)

In the steps explained below, settings are made to collect memory dump (debug information) in the unit.

> **IMPORTANT**
> - Memory dump is collected by the maintenance personnel from the maintenance service company. The customer only have to make memory dump settings.
> - If a failure occurs after the settings explained below are made, and the system has to be restarted to save memory dump, a message indicating shortage of virtual memory may appear at the start of the system. In this case, continue the start operation without interruption. If the start operation is tried again, the memory dump cannot sometimes be saved correctly.

Follow the setup steps below.

1. From the start menu, select [Control Panel] and click [System].
   The [System Properties] dialog box appears.

2. Double-click [Advanced].

3. In the [Startup and Recovery] box, click [Settings].

4. In the text box, enter the location where debug information is to be written, and click [OK].

   <When writing debug information under the file name "MEMORY.DMP" in the D drive>
   D:\MEMORY.DMP

> **TIPS**
> - For writing of debug information, it is recommended that "Complete Memory Dump" be specified. When the installed memory capacity exceeds 2GB, however, "Complete Memory Dump" cannot be specified (it does not appear in the menu). In this case, specify "Kernel Memory Dump".
> - Specify a drive having a free space equal to or more than the installed memory capacity plus 1MB (equal to or more than 2048MB plus 1MB when the installed memory capacity exceeds 2GB).
> - When the installed memory capacity will exceed 2GB as a result of memory expansion, change writing of debug information to "Kernel Memory Dump" before expansion. In addition, the size of debug information (memory dump) collected is changed by the memory expansion.   Check the free space of the drive to which debug information (memory dump) is to be written.

5. Click [Settings] of the [Performance] box.
   The [Performance Options] window is displayed.

6. Click the [Advanced] tab of the [Performance Options] window.

7. Click [Change] in the [Virtual memory] box.

8. In the [Paging file size for selected drive] box, change [Initial Size] to the [Recommended] value or more and click [Set].

> **IMPORTANT**
> - The above paging file size is a recommended size for collecting debug information (dump file). For the boot volume, a paging file having an initial size sufficient for storing the dump file is required.   If the paging file becomes insufficient, collection of correct debug information may fail because of virtual memory shortage. Set an enough paging file size for the entire system.
> - For "Recommended", see "Size of a Created Partition".
> - When memory has been expanded, set the paging file again according to the memory capacity.
> - We recommend checking in advance by pressing the dump switch to confirm that dump is collected normally in case a failure occurs.

9. Click [OK].

Depending on the change made, a message may be displayed asking you to restart the system.
Restart the system according to the message.

■ Setting Dr. Watson

Dr. Watson is a debugger for application errors.   When detecting an application error, Dr. Watson diagnoses the system and records diagnostic information (log).   Follow the steps below so that diagnostic information can be collected:

1. Click [Run] in the start menu.

2. In the [Open] box enter "drwtsn32.exe", and click [OK].
   The [Dr. Watson for Windows] dialog box is displayed.

3. In the [Log File Path] box, specify the storage destination of diagnostic information. Information is stored under the file name "DRWTSN32.LOG".

   > **CHECK** No network path can be specified.   Specify a path on the local computer.

4. In the [Crash Dump] box, specify the storage destination of the crash dump file.

   > **TIPS** The crash dump file is a binary file that can be read with Windows Debugger.

5. In the [Option] box, check the following checkboxes:

   ☐ Dump Symbol Table
   ☐ Dump All Thread Contexts
   ☐ Add To Existing Log File
   ☐ Create Crash Dump File

   For information about these functions, refer to the online help.

6. Click [OK].

Troubleshooting

When the Express5800 series does not operate as expected, check the system according to the check list given below before asking to repair.

If one of the symptoms in the list is observed, perform checking and take action as indicated subsequently.
If the system still does not operate normally, record the messages displayed on the screen, and contact the maintenance service company.

The symptoms listed in the following troubleshooting are those newly observed in the Windows Server 2003 x64 Editions.   For the other symptoms, refer to the User's Guide.

? When the Windows Server 2003 x64 Editions have been installed, the following event log may be recorded:

      Source: LoadPerf
      Type: Error
      Event ID: 3009

      Explanation: The character string of the performance counter of service
                    C:\WINDOWS\syswow64\ipsecprf.ini
                    (C:\WINDOWS\syswow64\ipsecprf.ini) could not be
                    installed.
                    The error code is the first DWORD in the data section.

→ This causes no system operation problem.

? When the Windows Server 2003 x64 Editions have been installed, the following event log may be recorded:

      Source: DCOM
      Type: Error
      Event ID: 10016

      Explanation: According to the default authority setting in the computer,
                    the access permission for performing local activation of a
                    COM server application having CLSID
                    {555F3418-D99E-4E51-800A-6E89CFD8B1D7} cannot be
                    given to user NT AUTHORITY\LOCAL SERVICE SID
                    (S-1-5-19).   This security access permission can be
                    changed by using the component service management
                    tool.

→ This causes no system operation problem.

? When the Windows Server 2003 x64 Editions have been installed, the following event log may be recorded:

> Source: WinMgmt
> Type: Warning
> Event ID: 5603
>
> Explanation: Provider Rsop Planning Mode Provider was registered
>   in WMI name space root\RSOP, but the HostingModel
>   property was not specified. This provider is executed
>   with the LocalSystem account. This account has a
>   privilege, and if the provider does not impersonate a
>   user request properly, a security violation may occur.
>   Check the security operation of the provider, and update
>   the HostingModel property registered for the provider to an
>   account having the minimum privilege with which
>   necessary functions can be executed.

→ This causes no system operation problem.

? When the Windows Server 2003 x64 Editions have been installed, the following event log may be recorded:

> Source: WinMgmt
> Type: Warning
> Event ID: 63
>
> Explanation: Provider HiPerfCooker_v1 was registered in WMI name
>   space Root¥WMI to use the LocalSystem account.
>   This account has a privilege, and if the provider does not
>   impersonate a user request properly, a security violation may
>   occur.
>   :   Provider WMIProv was registered in WMI name space
>   Root¥WMI to use the LocalSystem account.   This
>   account has a privilege, and if the provider does not
>   impersonate a user request properly, a security violation may
>   occur.

→ This causes no system operation problem.