Winfred's Home Setup   #5

Ticket Details

Status	Priority	Source	Type
Closed	High	Phone	Incident

Agent	Product	Reference Number	
Winfred Kofi Amoah	Example		

by **Winner** on **Sat, 25 Oct at 11:35 AM** via **Phone**

(Lab) Ticket #002 VM Boot Configuration Troubleshooting

Issue Reported: Windows Server installation fails with error: "Windows cannot find the Microsoft Software License Terms. Make sure the installation sources are valid and restart the installation."

User Impact: Cannot proceed with Windows Server deployment. DC01 setup blocked at initial installation phase.

Initial Symptoms:
- VM boots from ISO successfully
- Windows Setup starts loading files
- Fails with specific license terms error
- Installation cannot proceed beyond this point

Troubleshooting Steps:
1. Verified ISO file integrity - Downloaded from official Microsoft source
2. Checked VM optical drive configuration - ISO properly attached
3. *Identified Issue*: Virtual optical drive mounting problem

Root Cause: Virtual DVD emulation failing to properly read ISO file contents during setup phase.

Resolution:
- Changed mount method from virtual DVD to direct file attachment
- Used F12 boot menu during VM startup for manual device selection
- Selected appropriate boot device - successful installation initiated
- Windows Server setup completed without further errors

Resolution Time: 25 minutes
Priority: High
Status: Resolved

Prevention: Test ISO mounting methods during VM setup verification.