



**Hewlett Packard**  
Enterprise

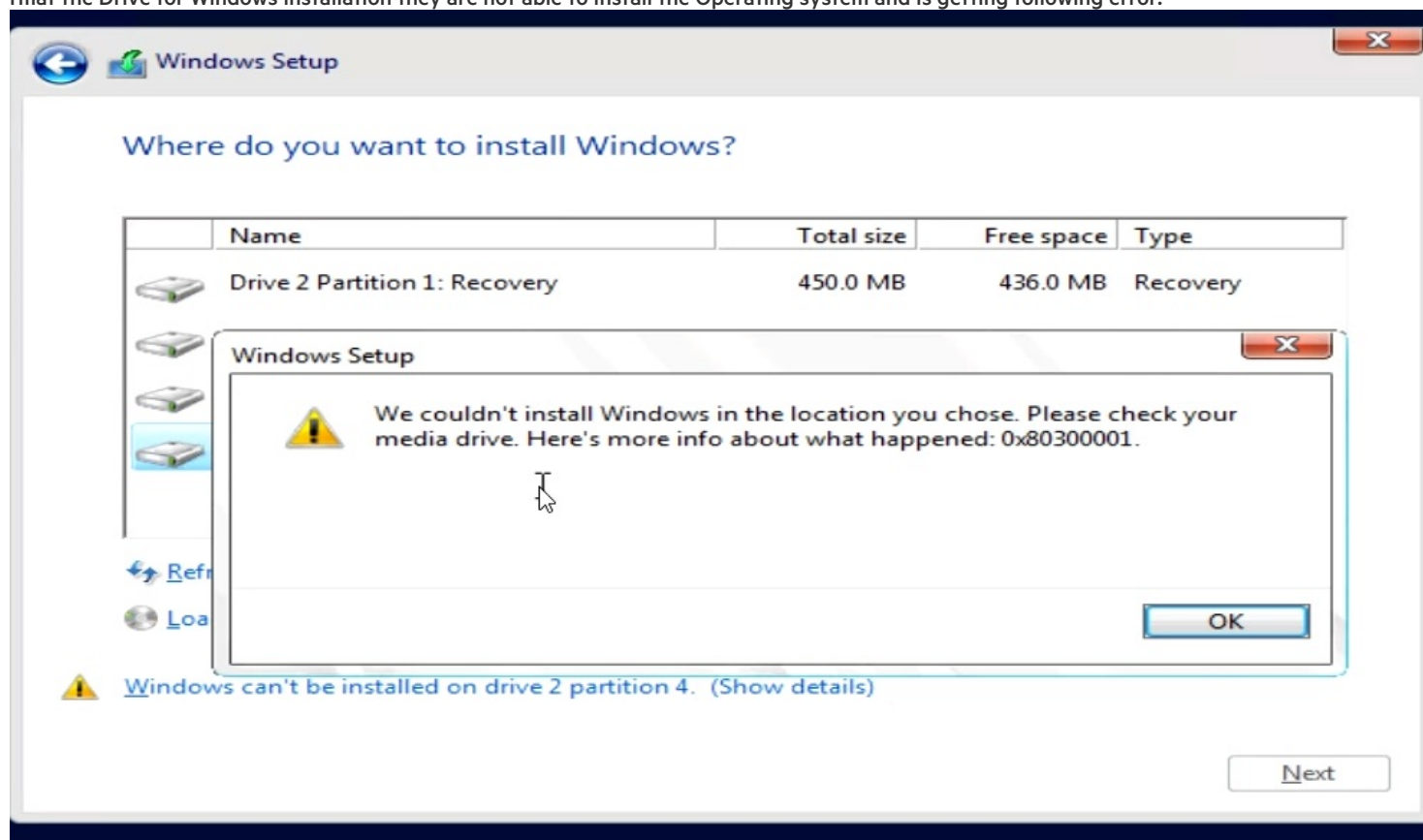
Not able to install Windows 2016 on DL380 Gen10 and getting Error code 0x80300001 while installing the OS.

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## Issue

Not able to install Windows 2016 on a DL380 Gen10 server. Customer recreated the logical volume multiple times. However, when they want to format the Drive for Windows installation they are not able to install the Operating system and is getting following error.



This issue is not Controller Specific and seen on servers running both P408 and P816 series controllers and other Smart array controllers.

Alert/Event Code : 0x80300001

Event Codes : 0x80300001

## Environment

Server:- DL380 Gen10

BIOS:- 2.43 (01/23/2021)

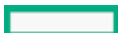
ILO:- 2.44

Smart Array :- P408i and P816 controller with firmware 3.53

Driver used by the customer :- Smartpqi driver 106.186.0.1006

## Cause

This error occurs due to corruption in the partition table of the drive on which the installation is in progress. It is also possible that there is corrupt



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ion on the file system of the affected partition.

## Resolution

1. Before you select the format option after the Disk information is loaded, please perform following steps
  - a. Press Shift + f10
  - b. This will open the command prompt for Windows
  - c. Once done,
    - i. From the command prompt, type **"diskpart"** and press Enter.
    - ii. The diskpart prompt will open.
    - iii. From the diskpart prompt, type **"list disk"** and press Enter.
    - iv. A list of disks will appear in a text format. You will return to the diskpart prompt.
    - v. From the diskpart prompt you will need to select a disk disk number where you want to install the OS and press Enter
    - vi. A message appears saying that the disk is selected. You will return to the diskpart prompt.
    - vii. From the diskpart prompt, type **"clean"** and press Enter (This will remove drive's partition, data, and signature)
    - viii. The Command Prompt window will display the message **'DiskPart succeeded in cleaning the disk'**
2. Then return to installation screen and try to format the disk in question and you should be to install the OS on the selected Disk Drive.

