



Hewlett Packard
Enterprise

**HPE ProLiant DL380 Gen10 Server - Server Halts and Cannot Boot to Windows
Server 2016**

Table of contents

- [Issue](#)
- [Environment](#)
- [Resolution](#)

Issue

- Error: deleting EV CQTESS

Environment

- HPE ProLiant DL380 Gen10 Server
- Microsoft Windows Server 2016

Resolution

When booting to Microsoft Windows Server 2016, the server halts with the error message:

```
x:\windows\system32>hpev CQTESS
```

Error: deleting EV CQTESS

```
X:\windows\system32>exit /b 0
```

```
X:\windows\system32>
```

Neither updating HPE Intelligent Provisioning or the BIOS to the latest resolved the issue.

Resetting the BIOS resolved the issue.

Procedure:

1. Restart the server
2. Press the F11 key to enter BIOS
3. Select Performance Maintenance
4. Go to BIOS/Platform
5. Select the option to Reset the BIOS.

Once done, reinstall the OS again and this should resolve the issue.

