



**Hewlett Packard**  
Enterprise

**HPE ProLiant DL380 Gen10 Server – No boot and BSOD with Intel VT Enabled in  
BIOS on Windows Server 2019 DC edition**

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## Issue

HPE ProLiant DL380 Gen10 Server – No boot and BSOD with Intel VT Enabled in BIOS on Windows Server 2019 DC edition

Customer reported an issue where server won't boot with Intel-VT enabled and would get to BSOD

Operating System on the server is Win Server 2019 Datacenter edition

After disabling Intel VT in BIOS, the server boots fine however the issue was seen only with Intel VT enabled in BIOS as the server would get to BSOD with error "SYSTEM THREAD EXCEPTION NOT HANDLED"

## Environment

HPE ProLiant DL380 Gen10 Server – No boot and BSOD with Intel VT Enabled in BIOS on Windows Server 2019 DC edition

## Cause

Issue was being caused due to CPU in Slot 1

## Resolution

The server was configured with 2 CPUs in Slot 1 and Slot 2. Tested the server with 1 CPU at a time and the issue was isolated to the CPU in slot 1

Issue was finally resolved after replacing the CPU in Slot 1

