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Tech Notes

MCS Server: STOP:0X0000007B INACCESSIBLE_BOOT_DEVICE Error

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Introduction

This document describes how to troubleshoot **Stop:0x0000007B** error messages in the Media Convergence Server (MCS), which also displays a blue screen while it boots.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Media Convergence Server (MCS) 78xx

The information in this document is based on the Cisco MCS 78xx.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Problem

When the MCS server, which is either loaded with Cisco Unity or Cisco CallManager, is booted up, the Windows splash screen comes up and then displays a blue screen with this error: STOP: 0x0000007B Inaccessible Boot Device.

Solution

This STOP: 0x0000007B Inaccessible Boot Device error occurs whenever there is a error in the hard disk controller. INACCESSIBLE_BOOT_DEVICE is almost invariably caused because Windows 2000 does not have an appropriate driver available for the hard disk controller in your machine. It performs the initial copy operation in DOS mode, but then it restarts and attempts to start up in full-on Win2K mode; without a driver, it cannot find the boot disk: hence, the error.

Make sure that you use the right MCS server for the right application. In order to install a Cisco CallManager, you require a MCS server with part number MCS-78XX-EVVx or MCS-78XX-IPCx. In order to install Cisco Unity, you require a MCS server with part number MCS-78XX-ECSx. For information on CallManager server support, refer to [Cisco Unified Communications Manager Server Support Matrix](#).

For example, try to match the suffix in the part number of the MCS server to the application mentioned in this table:

Application	Part Number
Cisco Unified Communications Manager	MCS-7835-H2-IPC1
Cisco Emergency Responder	MCS-7835-H2-IPC1
Cisco Unified Presence	MCS-7835-H2-IPC1
Cisco Unified Intelligent Contact Management Enterprise	MCS-7835-H2-CCE1
Cisco Unified Intelligent Contact Management Hosted	MCS-7835-H2-CCE1
Cisco Unified Contact Center Enterprise	MCS-7835-H2-CCE1
Cisco Unified IP IVR	MCS-7835-H2-CCX1
Cisco Unified Contact Center	MCS-7835-H2-CCX1

Express	
Cisco Unified Customer Voice Portal	MCS-7835-H2-CCE1
Cisco Unified MeetingPlace conferencing	MCS-7835-H2-RC1
Cisco Unified MeetingPlace Express	MCS-7835-H2-RC1
Cisco Unified IP Queue Manager	MCS-7835-H2-CCX1
Cisco Unity Unified Messaging	MCS-7835-H2-ECS1
Cisco Unity Connection	MCS-7835-H2-UC1
Cisco TelePresence Manager	MCS-7835-H2-CTS1
Cisco Digital Media System	MCS-7835-H2-DM21

Solution 1


The system cannot access the boot device. Often, this message signifies a disk controller configuration problem or an error in the access of the hard disk. This clearly indicates that Windows has lost access to the system partition within startup. One of the possible problems is that SATA RAID is disabled, in which case, the hard disk controller is loaded with the IDE driver and cannot access the boot device. Similar issues can occur when you perform an upgrade of the CallManager.

1. In this issue, reboot the server, and press **F9** function key while it boots.
2. Check if the BIOS settings for the RAID are fine and running.

Solution 2

Another possibility is that the file system cannot recognize the data on the boot device. The message can also mean that a virus has infected the boot sector. Use an anti-virus program to remove the boot-sector virus.

Solution 3

Another solution to this problem is to reinstall the Operating System and install the Cisco CallManager or Cisco Unity application on it. More information in regard to the Stop:0x0000007B Error found on Windows 2000 Operating System is available in the Microsoft knowledge base; refer to [How to troubleshoot "Stop 0x0000007B" error messages in Windows 2000](#) .

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Related Information

- [Cisco MCS-78XX Boot Error Codes](#)
- [Configuring and Using Redundant Disks with Cisco MCS](#)
- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Technical Support & Documentation - Cisco Systems](#)

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