Troubleshooting (PSImage)

> PSImage is not supported by FileWave Support so please do not submit tickets with them about it. The information provided here is for educational purposes only. If you would like to purchase professional services hours for consulting assistance setting up PSImage or customizing it please contact professional.services@filewave.com with your request. If you have existing unused professional services hours you may be able to use them for this purpose. Any feedback on PSImage can also be sent to the same email address. Any work on this would be done on Discord or in working with Professional Services. For the official Windows Imaging solution please see Network Imaging / IVS.

Q: Error copying files from z:\scripts when booting from physical PC. Works fine when booting from VM.

A: Windows PE either 1) does not have the appropriate drivers or 2) non-optimal drivers for the ethernet NIC in this PC. As a result, the network connection is slow to come up and not present when the the imaging attempts to map the psimage share. Inject the the appropriate drivers for the NIC into boot.wim and update it in your USB thumb sticks, WDS server, or fileset. See above section Tracking Imaging and Adding Drivers for details.

Q: Sysprep fails with the following error in setuperr.log - "Audit mode cannot be turned on if reserved storage is in use. An update or servicing operation may be using reserved storage."

A: Open Windows Updates and install all pending OS updates to clear out the reserved storage and re-sysprep again. More info here.

Q: Sysprep fails with the following error in setuperr.log - "Package <PackageFullName> was installed for a user, but not provisioned for all users. This package will not function properly in the sysprep image."

A: Run remove_app.ps1 on client PC from the sysprep folder to remove the offending Microsoft Store app and try sysprepping again. Keep checking the setuperr.log as this can happen with multiple app but sysprep will fail as soon as it runs into the first app it finds with this condition.

Q: Sysprep fails the following in setuperror.log - "Failure occurred while executing 'CAPISysPrep_Generalize' from C:\Windows\system32\capisp.dll."

A: Trigger sysprep locally from the reference system with the following command.

```
c:\Windows\System32\Sysprep\sysprep.exe /generalize /oobe /shutdown
/unattend:c:\Windows\System32\Sysprep\unattend.xml
```

Q: Dism fails with an error 2 when restoring a disk image to a PC that has a client mapping in image_mappings.txt.

A: Verify that the disk image name specified for the device by that serial number exists in the images folder. Edit the mapping entry so that the assigned disk image name matches one of the captured disk images in the images folder.

Q: Post-imaging hangs with repeated message "Waiting 10 seconds for initial inventory to complete" for longer than 5 minutes.

A: Caused by the client being unable to communicate with the FileWave server, such as when there is a device conflict. Check that "Automatically resolve conflicts" is enabled and set to "Replace old clients with new".