



SANtricity Windows DSMのインストールがエラー「0xe0000248」で失敗する

https://kb-ja.netapp.com/on-prem/E-series/Management-Apps-KBs/SANtricity_Windows_DSM_installati...

Updated: Thu, 06 Nov 2025 01:26:49 GMT

環境

- NetApp Eシリーズ
- · SANtricity Windows DSM
- · Windows Server 2016

問題

- Microsoft マルチパス I/O(MPIO)機能がインストールされて有効になっている場合でも、SANtricity Windows DSM のインストールは失敗します。
 - \times There was an error installing the DSM Driver. View the log file at

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C:\Windows\Temp\IArdacInstall.log

• インストール ログ ファイル (IArdacInstall.log) には、次のエントリが表示されます: 10/02/2025 10:57:28:401 - cmdMpioInstall: MPIO component installed successfully 10/02/2025 10:57:28:403 - cmdMpioInstall: Installing DSM driver... 10/02/2025 10:57:28:405 - cmdMpioInstall: C:\Program Files\...\drivers\ fjsmpddsm.inf 10/02/2025 10:57:28:405 - cmdInstallRoot: Copy INF bus file using SetupCopyOEMInf 10/02/2025 10:57:28:638 - cmdInstallRoot: UpdateDriverForPlugAndPlayDevices failed with dwError 0xe000020b '0xe000020b' 10/02/2025 10:57:28:638 - cmdInstallRoot: Device doesn't exist. Creating new devInfo 10/02/2025 10:57:28:638 - cmdInstallRoot: Setting hardwareID registry property 10/02/2025 10:57:28:638 - cmdInstallRoot: Calling UpdatePnp() 10/02/2025 10:57:28:717 - cmdInstallRoot: Error '0xe0000248' 10/02/2025 10:57:28:717 - cmdMpioInstall: DSM driver installation failed

• Windowsを再起動しても問題は解決しません。