Alibaba Cloud
Elastic Compute Service

FAQ

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Generic conventions

Table -1: Style conventions

Style	Description	Example
	This warning information indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	Danger: Resetting will result in the loss of user configuration data.
	This warning information indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	Warning: Restarting will cause business interruption. About 10 minutes are required to restore business.
	This indicates warning information, supplementary instructions, and other content that the user must understand.	Notice: Take the necessary precautions to save exported data containing sensitive information.
	This indicates supplemental instructions, best practices, tips, and other content that is good to know for the user.	Note: You can use Ctrl + A to select all files.
>	Multi-level menu cascade.	Settings > Network > Set network type
Bold	It is used for buttons, menus, page names, and other UI elements.	Click OK.
Courier font	It is used for commands.	Run the `cd / d  C :/ windows` command to enter the Windows system folder.
Italics	It is used for parameters and variables.	`bae  log  list -- instanceid` *Instance_ID*
[] or [a|b]	It indicates that it is a optional value, and only one item can be selected.	`ipconfig` *[-all|-t]*

Style	Description	Example
{} or {a|b}	It indicates that it is a required value, and only one item can be selected.	`swich` *{stand | slave}*

Contents

1 Common issues

2 O&M issues in Windows instances

2.1 OS issues

2.1.1 Updates and patches

2.1.1.1 What can I do if I am unable to install .NET Framework 3.5.1, or a language package, on Windows Server 2012 R2/2016/2019?

This topic describes how to change the update source from Windows Server Update Services (WSUS) to Windows Update so that you can install .NET Framework 3.5.1, or a language package, on Windows Server 2012 R2/2016/2019.
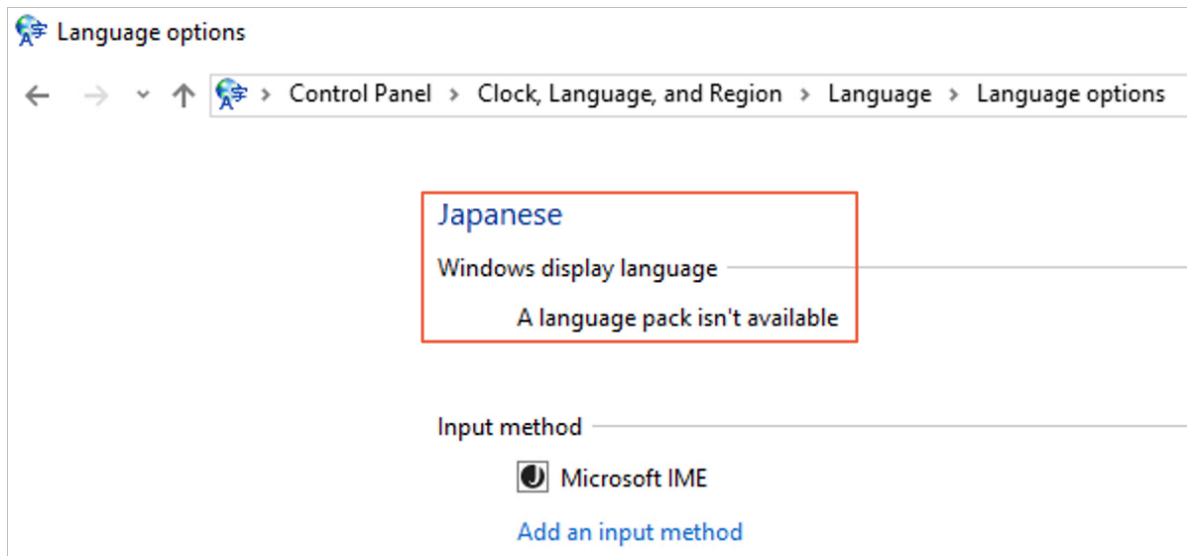
Issues

- .NET Framework reports that the source file cannot be found.

  When .NET Framework 3.5.1 is installed on Windows Server 2012 R2, Windows Server 2016, or Windows Server 2019, an error message is displayed, as shown in the following figure.
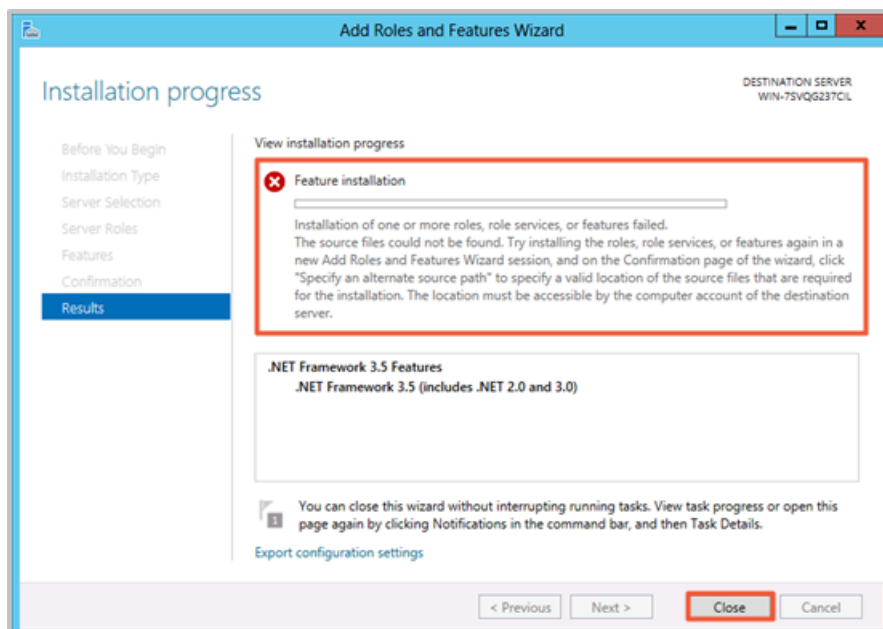
· **No language package is available.**

No language package is available on the Control Panel or in Windows Update.

Cause

By default, a Windows instance uses Windows Server Update Services (WSUS) to access the update source. As a result, installation files of .NET Framework or the language package cannot be found.

Solution

1. In the Start menu, right-click PowerShell, and then select Run as Administrator.

2. Run the following command to modify the registry and change the update source to Windows Update:

```
Set - ItemProper  ty  - Path  ' HKLM :\ SOFTWARE \ Policies \
Microsoft \ Windows \ WindowsUpd  ate \ AU ' - Name   UseWUServe  r
 - Value   0
Restart - Service  - Name   wuauserv
```

3. Run the following command to use PowerShell to install .NET Framework:

```
Install - WindowsFea  ture   Net - Framework - Core
```

📋 **Note:**

You can also install .NET Framework in Server Manager or install a language package through the Control Panel.

4. **Optional. Run the following command to change the update source back to WSUS:**

```
Set - ItemProper  ty  - Path  ' HKLM :\ SOFTWARE \ Policies \
Microsoft \ Windows \ WindowsUpd  ate \ AU ' - Name   UseWUServe  r
 - Value   1
Restart - Service  - Name   wuauserv
```

Note:

- Windows Server 2012 and Windows Server 2016 feature high CPU usage, especially when they are installed with multiple applications. Therefore, .NET Framework may fail to be installed due to insufficient memory. To resolve this issue, we recommend that you increase the amount of memory. For example, if you use an I/O-optimized instance, you can enable the virtual memory as needed. For more information, see *How to configure the virtual memory of ECS Windows Server*.

- If the `0x800f081f` error occurs when you install .NET Framework, you need to check whether the public network operates normally. If the public network is normal, the error may be caused by an unstable link to the Windows Update server. In this case, we recommend that you try again later.

2.1.1.2 How do I install the .NET Framework 3.5 SP1 in a Windows instance?

When you install the .NET Framework 3.5 SP1 through Server Manager or by other means, if the system prompts you that the source file cannot be found, you can install it through commands by following the instructions below .

Symptom

When .NET Framework 3.5 is being installed in a Windows instance, the following error is displayed:
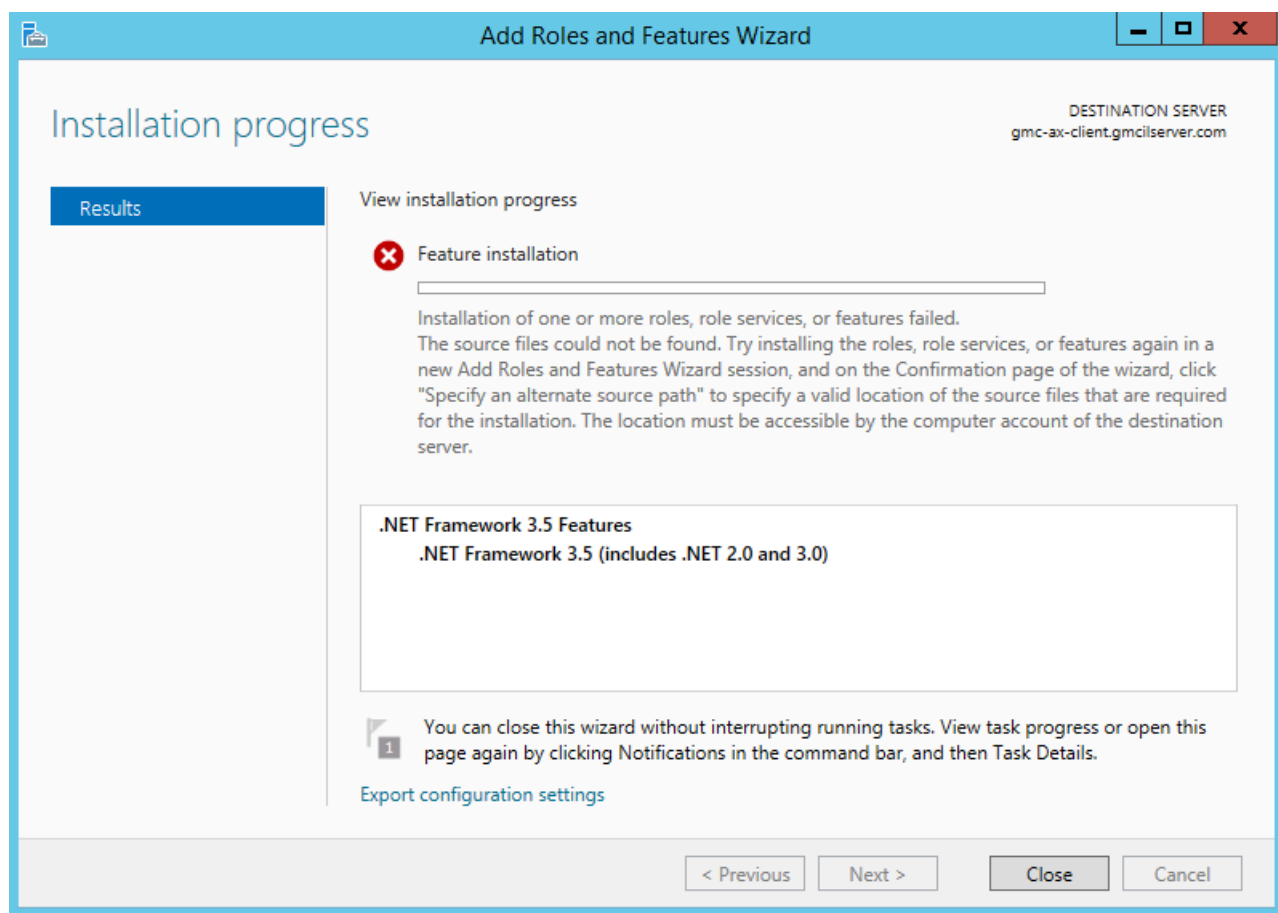
Cause

To use a Feature on Demand (FOD) in Windows Server 2012 and higher, you need to download the installation package from Windows Update. However, a Windows instance uses Windows Server Update Services (WSUS) to get the updates by default. This results in missing installation and language package files of the .NET Framework, and the system prompts you that Source file cannot be found.

> **Note:**
>
> · The PowerShell commands described in this topic can all be executed through the Cloud Assistant. For more information, see *Cloud Assistant*.
>
> · If you want to automatically install the .NET Framework 3.5 by running PowerShell commands during instance creation, we recommend that you do it with the help of instance user data. For more information, see *User data*.

Windows Server 2008

Open the CMD utility as an administrator and run the following command to enable .
NET Framework 3.5 :

```
cmd / c   start / w   ocsetup   NET - Framework - Core
```

Windows Server 2008 R2

1. Open the CMD utility as an administrator and run `powershell` to switch to
   interactive mode.

2. Run the following commands to enable .NET Framework 3.5:

```
Import - Module   Servermana  ger
Add - WindowsFea  ture  Net - Framework - Core
```

Windows Server 2012 R2/2016/2019/1709/1809

1. Open the CMD utility as an administrator and run `powershell` to switch to
   interactive mode.

2. Run the following commands to modify the registry to set the update source to
   Windows Update:

```
$ ServicingP  olicy  = " HKLM :\ SOFTWARE \ Microsoft \ Windows \
 CurrentVer  sion \ policies \ Servicing "
New - Item  $ ServicingP  olicy  - Force
New - ItemProper  ty  - Path  $ ServicingP  olicy  - Name
RepairCont  entServerS  ource  - PropertyTy  pe   DWord  - Value
2  - Force
New - ItemProper  ty  - Path  $ ServicingP  olicy  - Name
LocalSourc  ePath  - PropertyTy  pe   ExpandStri  ng  - Force
```

3. Run the following commands to enable .NET Framework 3.5:

```
Import - Module   Servermana  ger
Add - WindowsFea  ture  Net - Framework - Core
```

Windows Server 2019

1. Open the CMD utility as an administrator and run `powershell` to switch to
   interactive mode.

2. Run the following command to enable .NET Framework 3.5:

```
Add - WindowsCap  ability  - Online  - Name   Net - Framework -
Core
```