

# IMM Server Repair: Sysprep/Generalize

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## Summary

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This document discusses how to prepare for and then repair from a Sysprep/Generalize process on an IMM Product Server which uses IIS based applications.

If you **are not** going to use the "Generalize" option in Sysprep, you **DO NOT** need to follow these steps.

Please read the entire document and ask any questions before proceeding.

## Requirements

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The IMM Server must be one of the standard OVA distributions. Custom installs and older (non-OVA) installs are not supported in this process.



If you Clone then Sysprep/Generalize a server which does not support this process, the server may not be repairable. Ensure you are working on a server which was distributed as an OVA.



If you Sysprep/Generalize your server before performing the Preparation steps in this document, your server may have to be recovered from backups.

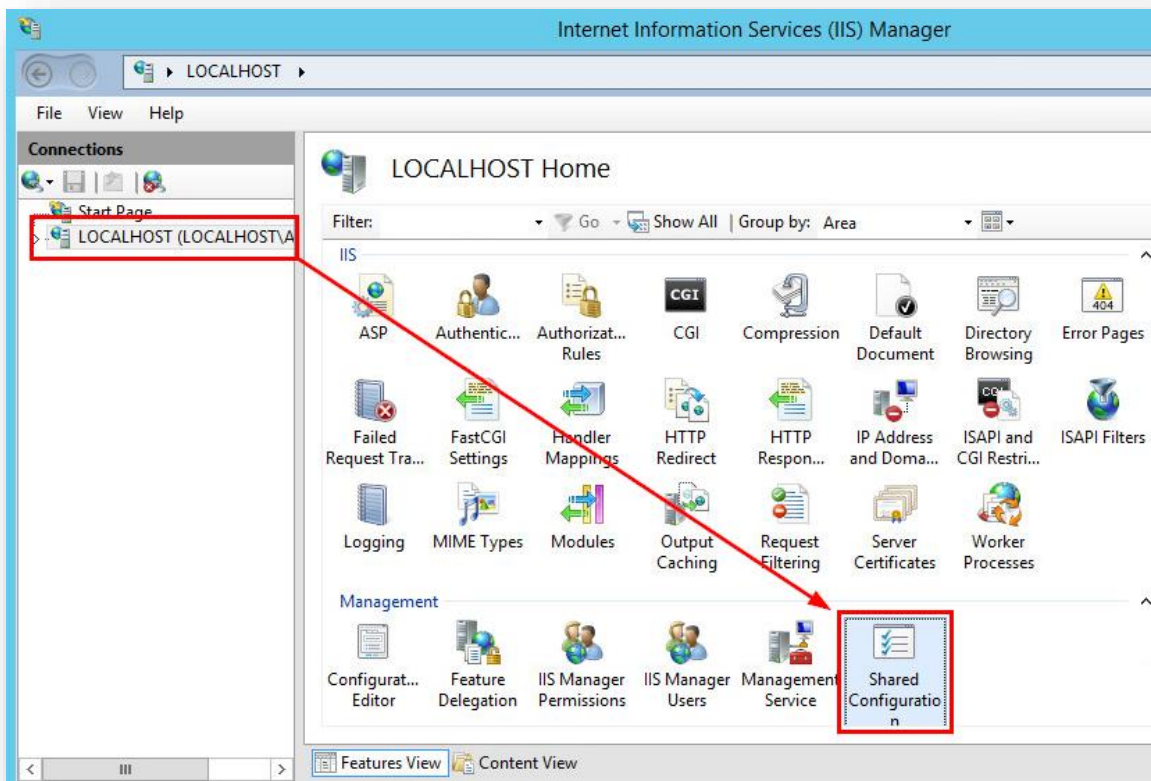
## Preparation



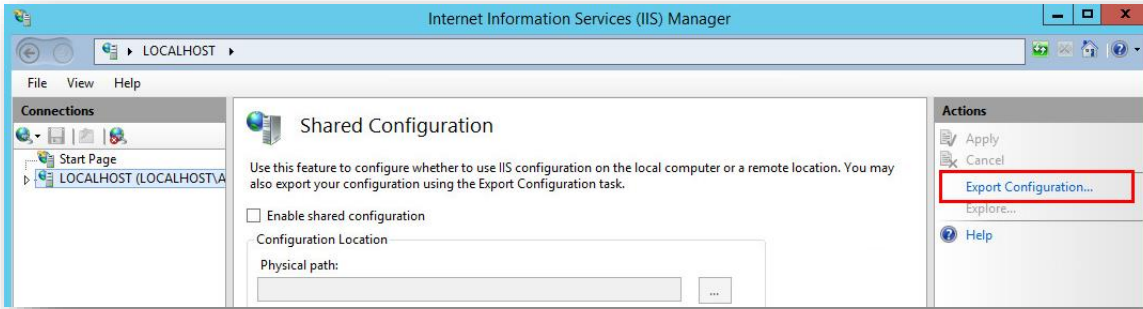
Prior to starting this process, ensure you have a viable backup of the server. We recommend powering the server off and doing a snapshot to be sure you can recover from issues.

## IIS Shared Configuration Export

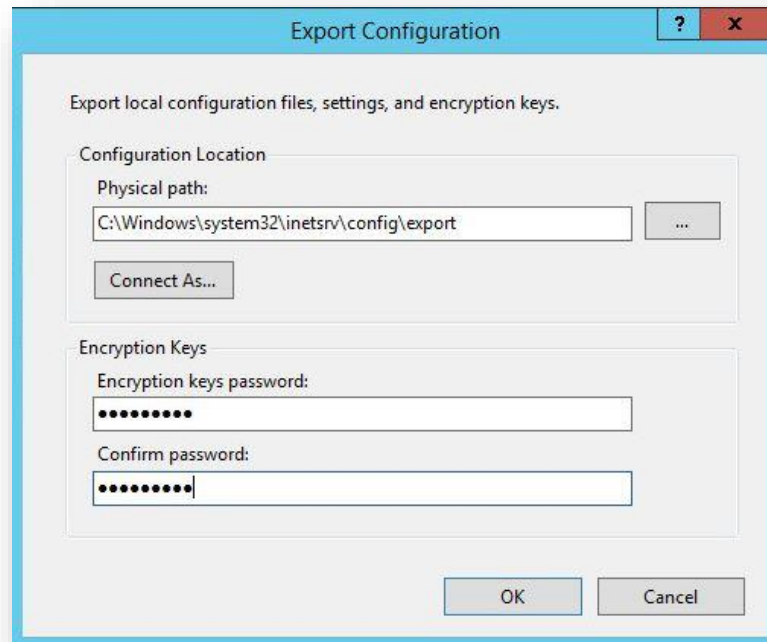
1. Launch IIS Manager
2. Select the server name inside "Connections" pane.
3. Double-click on "Shared Configuration"



- Click on "Export Configuration..." under "Actions"



- You should leave the default physical path for the export. If you pick a custom path then note it for later use in this process.
- Ensure you make note of the encryption password you use. IMM cannot assist you with recovery of an unknown encryption password.**



- Select OK to complete the process.

## Sysprep

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Your *Sysprep* steps can be performed now.

## Repair

These steps will repair the configuration damage done by the Generalize option of Sysprep. It restores the drive configuration and Imports the saved configuration for IIS.

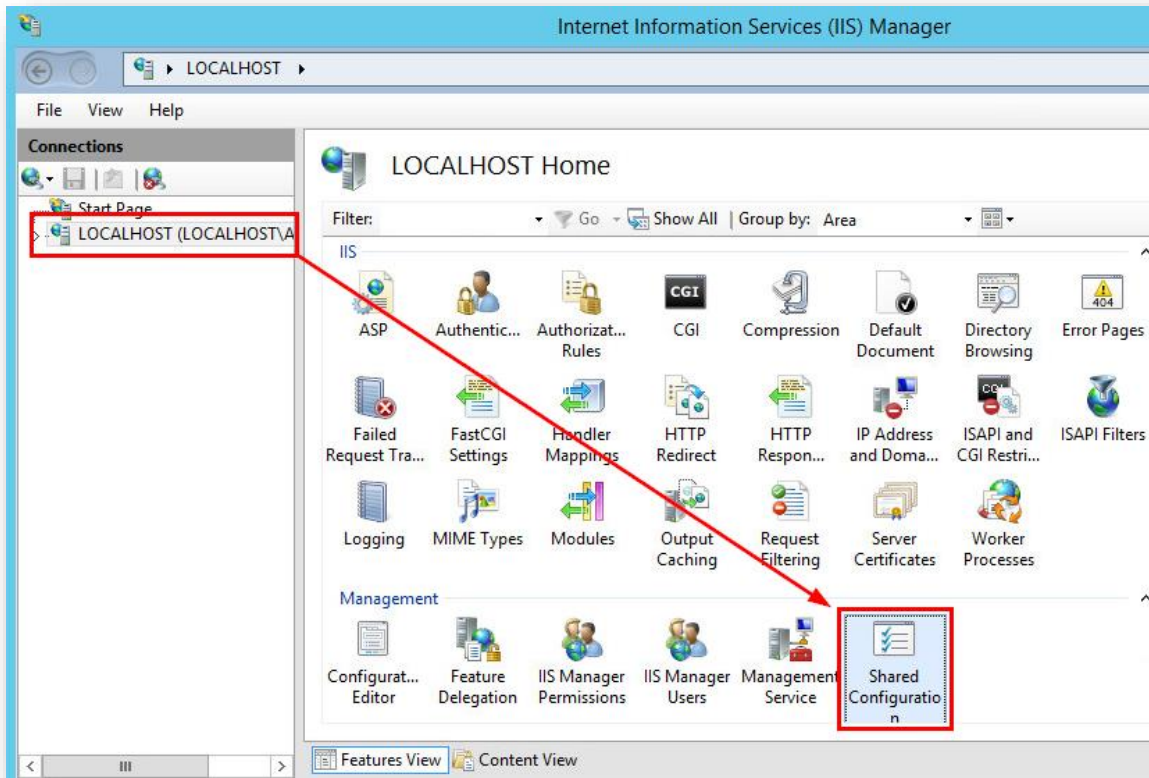
### Re-enable Application Drive

1. Make sure that you are logged in as the local administrator (.\administrator).
2. Run these 2 PowerShell commands to re-enable drive E: and disable "Read only" attribute

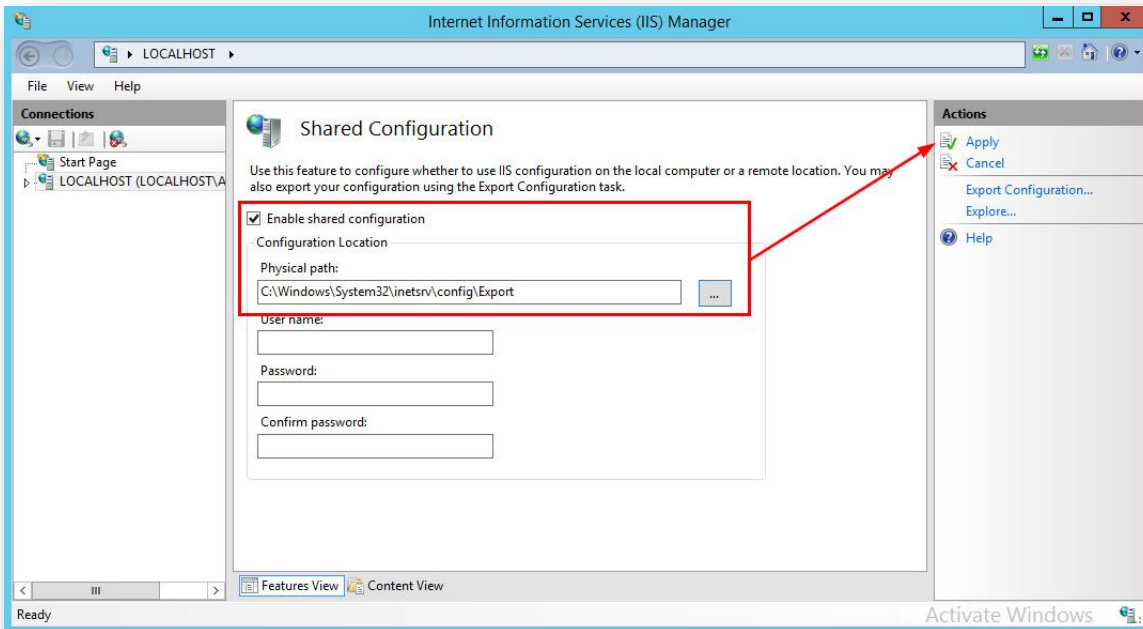
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Get-Disk | Where-Object IsOffline -Eq $True | Set-Disk -IsOffline $false
Get-Disk | Where-Object IsReadOnly | Set-Disk -IsReadOnly $false
```

### IIS Shared Configuration Import

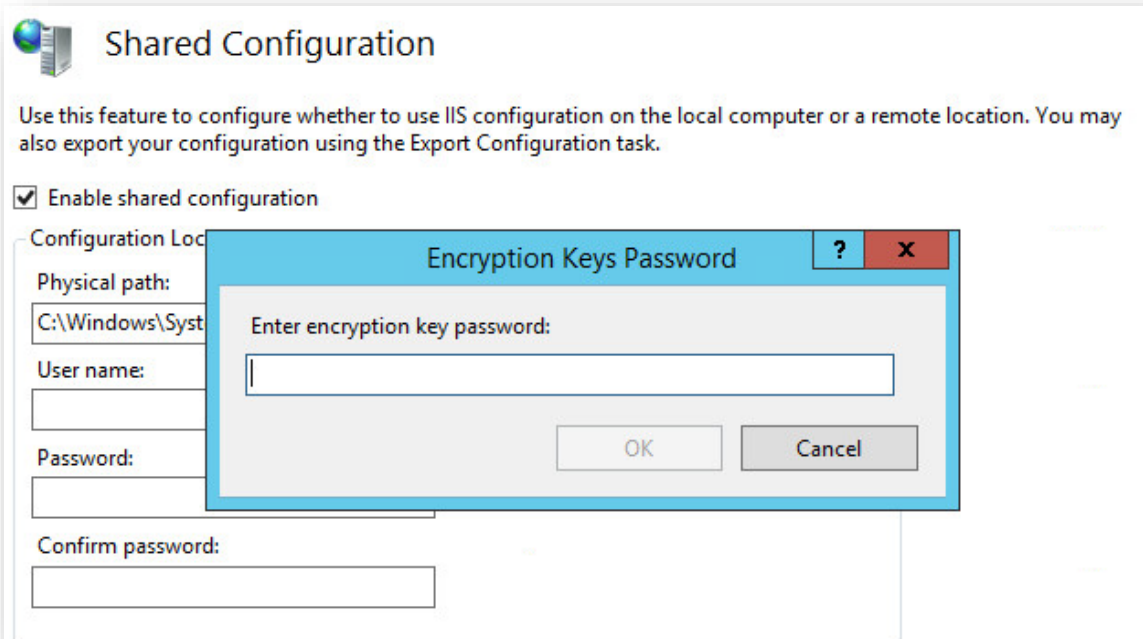
1. Launch IIS Manager
2. Select the server name inside "Connections" pane.
3. Double-click on "Shared Configuration"



4. Check the box for "Enable shared configuration"
5. Supply the path to the location of the previously exported IIS config files.



6. Select Apply
7. Enter the password that was used during the Export process.

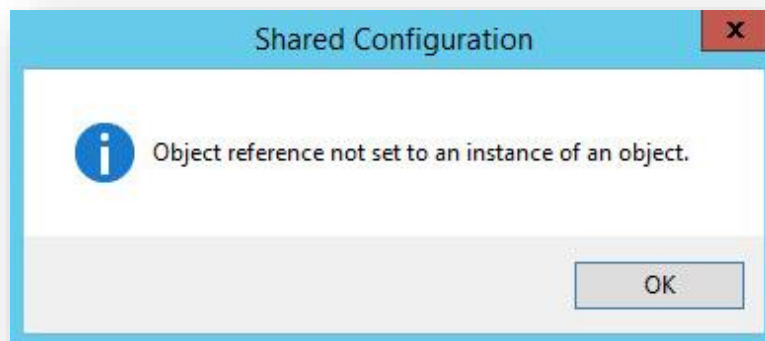




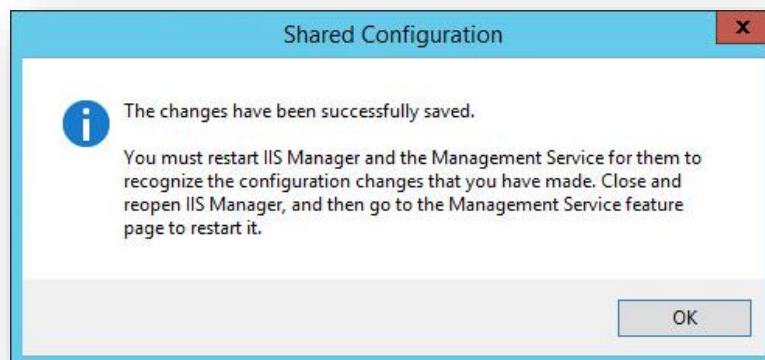
8. Select OK on the message about backing up the IIS encryption keys.



9. The following dialog will pop up 2x. This is normal. Select OK for each.

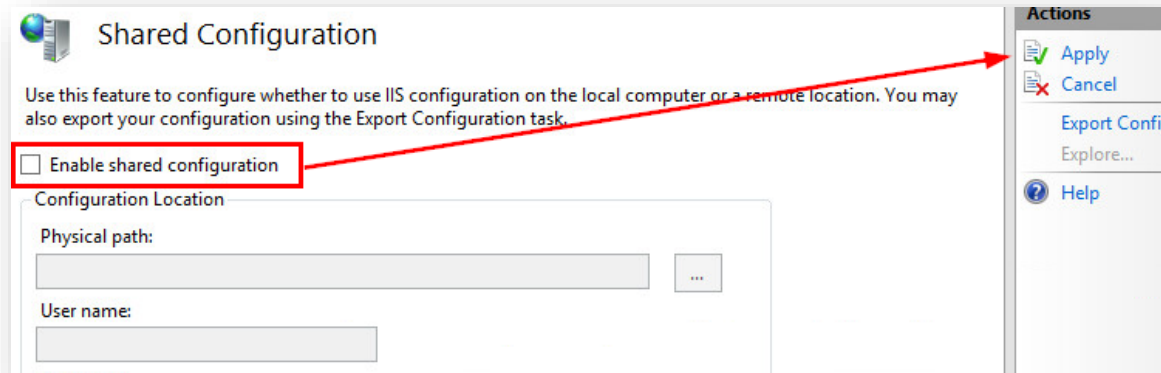


10. Successful Completion message will display. Select OK.

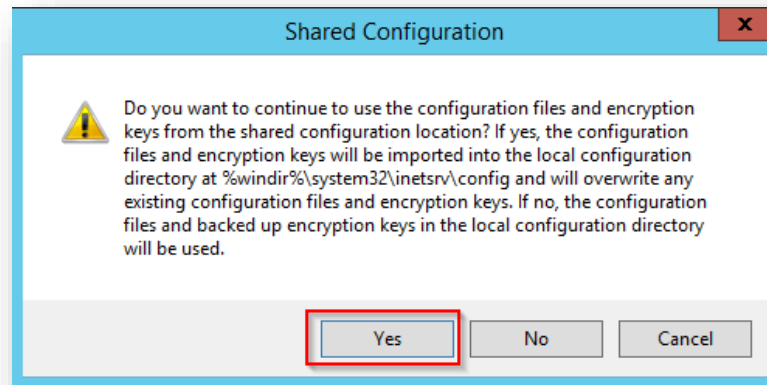


11. Exit IIS Manager and Perform an IISRESET

12. Launch IIS Manager
13. Select the server name inside "Connections" pane.
14. Double-click on "Shared Configuration"



15. Uncheck "Enable shared configuration".
16. Select Apply in Actions
17. Select Yes to confirm using the saved configuration files



18. Exit IIS Manager and Perform an IISRESET