

Provisioning Windows 7 x64 - error:[80001500H]The call to the Web service failed

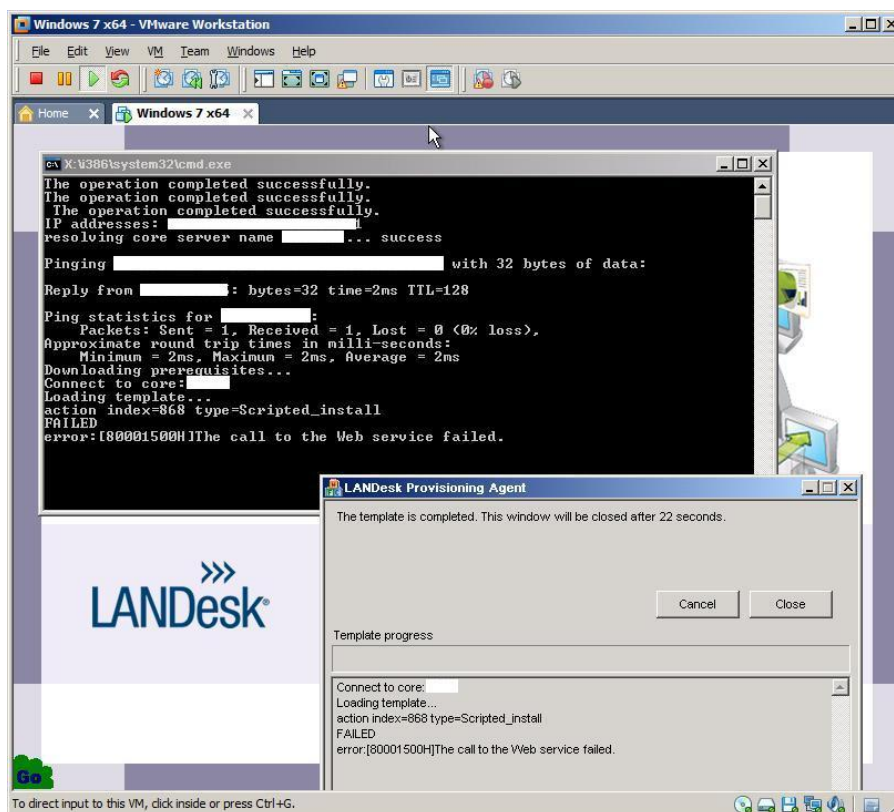
This question is **Not Answered**.[\(Mark as assumed answered\)](#)



[ableton](#) Apr 23, 2010 10:48 AM

Hello guys

I'm struggling with the task to create a simple and working Windows 7 64 bit Provisioning Template. Based on that article <http://community.landesk.com/support/docs/DOC-7556> I tried it many times but it always ends up with the following message:



I need some help from you.

I'm not sure if the problem is the Windows 7 x64 or the Management Suite Configuration, but a former Windows XP Provisioning worked perfectly!

Based on the Thread here <http://community.landesk.com/support/thread/1678?start=15&tstart=0> I tried the mentioned things but nothing helped.

I can support you with more information/logs/whatever if necessary.

Once more to make it clear: I want to deploy Windows 7 in 64 bit version without creating an image. Only a "LANdesk-automated unattended install".

We are running LANdesk 9.0 on Windows Server 2003 R2 32 Bit.

Thanks a lot,
Norman

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- [1. Re: Provisioning Windows 7 x64 - error:\[80001500H\]The call to the Web service failed](#)



[ableton](#) Apr 26, 2010 10:57 AM (in response to [ableton](#))

Hi,

I have some more infos for you guys, maybe it's helpful.

I've set the Provisioning LogLevel in the LogLevel.ini to VERBOSE and here's what it says now:

(by the way: how can I post infos as code so that it is in such a window?)

```
INFO     PROV_SCHEDULE      4/26/2010 6:20:57 PM      : Selected template idn: 91
INFO     PROV_SCHEDULE      4/26/2010 6:20:57 PM      : Delivery method IDN: 20
INFO     PROV_SCHEDULE      4/26/2010 6:20:57 PM      : Making sure template 91 is flat ...
INFO     PROV_SCHEDULE      4/26/2010 6:20:57 PM      : Flattened template idn: 91
INFO     PROV_SCHEDULE      4/26/2010 6:20:58 PM      : Frozen template idn: 91
INFO     PROV_SCHEDULE      4/26/2010 6:21:00 PM      : iterating through 1 computer(s) ...
INFO     PROV_SCHEDULE      4/26/2010 6:21:01 PM      : Checking indicates machines will NOT need
prodding
INFO     PROV_SCHEDULE      4/26/2010 6:21:01 PM      : computer 159 not busy; creating
provisioning job
INFO     PROV_SCHEDULE      4/26/2010 6:21:01 PM      : Status: successfully created history task
History task idn: 156
INFO     PROV_SCHEDULE      4/26/2010 6:21:01 PM      : Removing Pxe Reservation for device 159
INFO     PROV_SCHEDULE      4/26/2010 6:21:01 PM      : Made PXE reservation
INFO     PROV_SCHEDULE      4/26/2010 6:21:01 PM      : Finished iterating through 1 computer(s)
DEBUGGING  DHCPServerInterface      4/26/2010 6:21:01 PM      :
Business.DHCPServerInterface.InitializePXEServerList: list.Count: 1
DEBUGGING  DHCPServerInterface      4/26/2010 6:21:02 PM      :
Business.DHCPServerInterface.getPXEServerList: Destination pxe\system path:
C:\Programme\LANDesk\pxe\system
VERBOSE   DHCPServerInterface      4/26/2010 6:21:02 PM      : Configuring PXE server named
[CLIENT40901] at address [10.1.12.2]
DEBUGGING  DHCPServerInterface      4/26/2010 6:21:02 PM      :
Business.DHCPServerInterface.InitializePXETargetList: Begin
DEBUGGING  DHCPServerInterface      4/26/2010 6:21:02 PM      :
Business.DHCPServerInterface.InitializePXETargetList: Computer_Idn: 159
DEBUGGING  DHCPServerInterface      4/26/2010 6:21:02 PM      :
Business.DHCPServerInterface.InitializePXETargetList: Got PXEConfig
DEBUGGING  DHCPServerInterface      4/26/2010 6:21:02 PM      : In DHCPServerInterface, in
setDevicePXEOptions(), m_PXEServerList #: 1
DEBUGGING  DHCPServerInterface      4/26/2010 6:21:02 PM      : In DHCPServerInterface, in
```

```

setDevicePXEOptions(), BuildLDPXEConfigXMLs() done
VERBOSE DHCPServerInterface 4/26/2010 6:21:03 PM :
Business.DHCPServerInterface.ConfigureLDPXE: PutFile rv: 0 for
\\TIDE1\ldmain\Provisioning\TargetLists\CLIENT40901-pxeconfig.xml and
C:\Programme\LANDesk\pxe\system\pxeconfig.xml
VERBOSE DHCPServerInterface 4/26/2010 6:21:04 PM :
Business.DHCPServerInterface.ConfigureLDPXE: RemoteExeucte rv: 0 for
C:\Programme\LANDesk\pxe\system\PXECleanup.exe
VERBOSE DHCPServerInterface 4/26/2010 6:21:04 PM : In DHCPServerInterface,
setDevicePXEOptions() return: 0
INFO PROV_SCHEDULE 4/26/2010 6:21:04 PM : PXE configuration has been pushed to all
servers
INFO PROV_SCHEDULE 4/26/2010 6:21:04 PM : Status: PULL_AVAILABLE, prov_schedule
ends -----
VERBOSE ProvisioningService 4/26/2010 6:24:14 PM : GetTaskXML, SIDS:
VERBOSE ProvisioningService 4/26/2010 6:24:14 PM : MACAddress: 000C29B3C227
VERBOSE ProvisioningService 4/26/2010 6:24:14 PM : SerialNumber: VMWARE-56 4D
B8 D7 63 A3 84 0F-60 00 54 E6 4C B3 C2 27
VERBOSE ProvisioningService 4/26/2010 6:24:14 PM : AMT_GUID: VMware-56 4d b8 d7
63 a3 84 0f-60 00 54 e6 4c b3 c2 27
VERBOSE ProvisioningService 4/26/2010 6:24:14 PM : Returning task XML
VERBOSE ProvisioningService 4/26/2010 6:24:15 PM : SetActionStatus (historyTaskIdn
156, historyEntryIdn 912, next -1): state MIGHT_REBOOT
DEBUGGING DHCPServerInterface 4/26/2010 6:24:15 PM :
Business.DHCPServerInterface.InitializePXEServerList: list.Count: 1
DEBUGGING DHCPServerInterface 4/26/2010 6:24:15 PM :
Business.DHCPServerInterface.getPXEServerList: Destination pxe\system path:
C:\Programme\LANDesk\pxe\system
VERBOSE DHCPServerInterface 4/26/2010 6:24:15 PM : Configuring PXE server named
[CLIENT40901] at address [10.1.12.2]
DEBUGGING DHCPServerInterface 4/26/2010 6:24:15 PM :
Business.DHCPServerInterface.InitializePXETargetList: Begin
DEBUGGING DHCPServerInterface 4/26/2010 6:24:15 PM : In DHCPServerInterface, in
setDevicePXEOptions(), m_PXEServerList #: 1
DEBUGGING DHCPServerInterface 4/26/2010 6:24:15 PM : In DHCPServerInterface, in
setDevicePXEOptions(), BuildLDPXEConfigXMLs() done
VERBOSE DHCPServerInterface 4/26/2010 6:24:16 PM :
Business.DHCPServerInterface.ConfigureLDPXE: PutFile rv: 0 for
\\TIDE1\ldmain\Provisioning\TargetLists\CLIENT40901-pxeconfig.xml and
C:\Programme\LANDesk\pxe\system\pxeconfig.xml
VERBOSE DHCPServerInterface 4/26/2010 6:24:17 PM :
Business.DHCPServerInterface.ConfigureLDPXE: RemoteExeucte rv: 0 for
C:\Programme\LANDesk\pxe\system\PXECleanup.exe
VERBOSE DHCPServerInterface 4/26/2010 6:24:17 PM : In DHCPServerInterface,
setDevicePXEOptions() return: 0
VERBOSE ProvisioningService 4/26/2010 6:24:17 PM : SetupForScriptedInstall
(historyEntryIDN 912)
VERBOSE ProvisioningService 4/26/2010 6:24:18 PM : SetActionStatus (historyTaskIdn
156, historyEntryIdn 912, next -1): state FAILED
VERBOSE PHistoryTask 4/26/2010 6:24:18 PM : StopProvisioningJob (LDTaskId 340,
computerId 159, historyTaskIdn 156), state Failed

```

Best,
Norman

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[2. Re: Provisioning Windows 7 x64 - error:\[80001500H\]The call to the Web service failed](#)



[dbozic](#) Jul 15, 2010 4:21 AM (in response to [ableton](#))

Same point.....

The unattended answer file was created with the Windows System Image Manager (here a copy/paste):

```
<?xml version="1.0" encoding="utf-8"?>
<unattend xmlns="urn:schemas-microsoft-com:unattend">
  <settings pass="oobeSystem">
    <component name="Microsoft-Windows-Deployment" processorArchitecture="amd64"
publicKeyToken="31bf3856ad364e35" language="neutral" versionScope="nonSxS"
xmlns:wcm="http://schemas.microsoft.com/WMIconfig/2002/State"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
      <Reseat>
        <Mode>OOBE</Mode>
        <ForceShutdownNow>>false</ForceShutdownNow>
      </Reseat>
    </component>
    <component name="Microsoft-Windows-Shell-Setup" processorArchitecture="amd64"
publicKeyToken="31bf3856ad364e35" language="neutral" versionScope="nonSxS"
xmlns:wcm="http://schemas.microsoft.com/WMIconfig/2002/State"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
      <AutoLogon>
        <Password>
          <Value>password</Value>
          <PlainText>>false</PlainText>
        </Password>
        <Enabled>>true</Enabled>
        <LogonCount>2</LogonCount>
        <Username>Administrator</Username>
      </AutoLogon>
      <OOBE>
        <HideEULAPage>>true</HideEULAPage>
        <NetworkLocation>Work</NetworkLocation>
        <SkipMachineOOBE>>true</SkipMachineOOBE>
        <SkipUserOOBE>>false</SkipUserOOBE>
        <HideWirelessSetupInOOBE>>true</HideWirelessSetupInOOBE>
      </OOBE>
      <UserAccounts>
        <AdministratorPassword>
          <Value>password</Value>
          <PlainText>>false</PlainText>
        </AdministratorPassword>
      </UserAccounts>
      <ShowWindowsLive>>false</ShowWindowsLive>
      <BluetoothTaskbarIconEnabled>>false</BluetoothTaskbarIconEnabled>
      <DoNotCleanTaskBar>>false</DoNotCleanTaskBar>
    </component>
  </settings>
  <settings pass="windowsPE">
    <component name="Microsoft-Windows-International-Core-WinPE" processorArchitecture="x86"
publicKeyToken="31bf3856ad364e35" language="neutral" versionScope="nonSxS"
xmlns:wcm="http://schemas.microsoft.com/WMIconfig/2002/State"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
      <SetupUILanguage>
```

```

    <UILanguage>en-US</UILanguage>
  </SetupUILanguage>
  <InputLocale>0807:00000807</InputLocale>
  <UserLocale>de-CH</UserLocale>
  <UILanguage>en-US</UILanguage>
  <SystemLocale>de-CH</SystemLocale>
</component>
<component name="Microsoft-Windows-Setup" processorArchitecture="x86"
publicKeyToken="31bf3856ad364e35" language="neutral" versionScope="nonSxS"
xmlns:wcm="http://schemas.microsoft.com/WMIconfig/2002/State"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <ImageInstall>
    <OSImage>
  <InstallFrom>
    <Credentials>
      <Password>password</Password>
      <Username>domain\user</Username>
    </Credentials>
    <Path>\\ip/osdeployment/win7/64bit/en/sources/install.wim</Path>
  </InstallFrom>
    <InstallTo>
      <DiskID>0</DiskID>
      <PartitionID>2</PartitionID>
    </InstallTo>
    <InstallToAvailablePartition>>false</InstallToAvailablePartition>
    <WillShowUI>OnError</WillShowUI>
  </OSImage>
</ImageInstall>
  <UserData>
    <ProductKey>
      <WillShowUI>OnError</WillShowUI>
      <Key></Key>
    </ProductKey>
    <AcceptEula>>true</AcceptEula>
    <FullName>name</FullName>
    <Organization>org</Organization>
  </UserData>
</component>
</settings>
<settings pass="specialize">
  <component name="Microsoft-Windows-IE-InternetExplorer" processorArchitecture="amd64"
publicKeyToken="31bf3856ad364e35" language="neutral" versionScope="nonSxS"
xmlns:wcm="http://schemas.microsoft.com/WMIconfig/2002/State"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <StartPages>
      <StartPage wcm:action="add">
        <StartPageUrl>http://www.mat.ethz.ch</StartPageUrl>
        <StartPageKey>http://www.mat.ethz.ch</StartPageKey>
      </StartPage>
    </StartPages>
  </component>

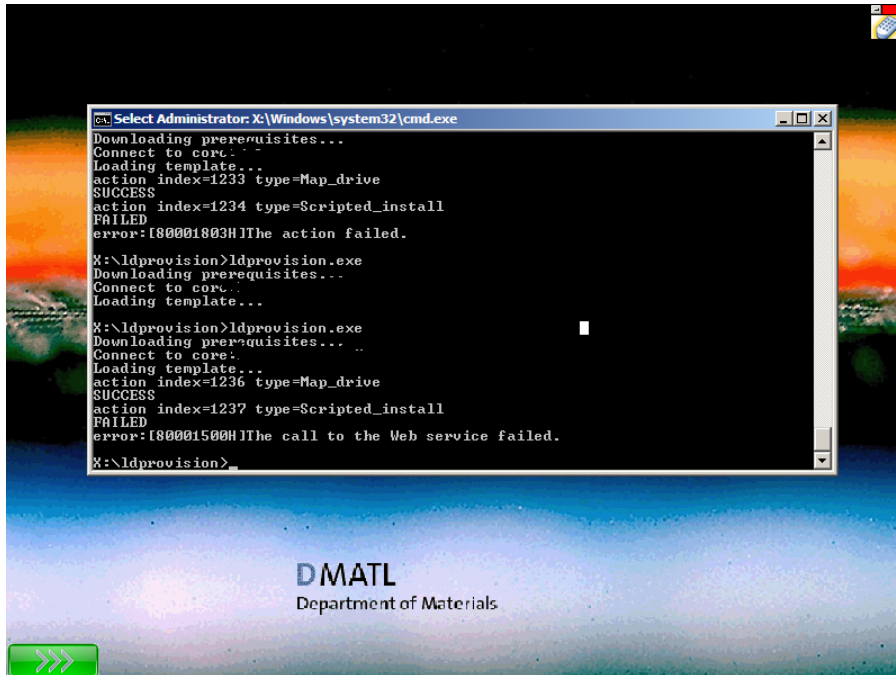
```

```
</settings>
</unattend>
```

No chance to get it running. I have the impression that

```
<InstallFrom>
  <Credentials>
    <Password>password</Password>
    <Username>domain\user</Username>
  </Credentials>
  <Path>//ip/osdeployment/win7/64bit/en/sources/install.wim</Path>
</InstallFrom>
```

is not accepted.



All 32 bit system deployments work perfectly, but no chance for 64 bit os'es.

Damir

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[3. Re: Provisioning Windows 7 x64 - error:\[80001500H\]The call to the Web service failed](#)



[ableton](#) Jul 15, 2010 8:25 AM (in response to dbozic)

Hey Damir,

thanks a lot for pushing this. I've just cancelled the Win7 Deployment for now. Hopefully not forever, but at least till some of the LANDesk guys decide to help their customers...

Best,
Norman

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- [4. Re: Provisioning Windows 7 x64 - error:\[80001500H\]The call to the Web service failed](#)



[dbozic](#) Jul 26, 2010 6:01 AM (in response to ableton)

Hi Norman,

I currently have 2 open tickets about this point, but I have the impression that I have the problem now. Could you please check if you have the Byte Order Mark set within your unattended.xml file ? It should be EF BB BF or in a text editor i»¿.

If yes please resave without BOM and retry. It seems that LANDesk is not parsing the files correctly if BOM is set.

good luck

Damir

[Mark Answer as Correct](#)

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- [5. Re: Provisioning Windows 7 x64 - error:\[80001500H\]The call to the Web service failed](#)



[Evgeniy Kulagin](#) Dec 7, 2016 5:13 AM (in response to ableton)

hi , the issue has not been resolved?

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- [6. Re: Provisioning Windows 7 x64 - error:\[80001500H\]The call to the Web service failed](#)



[LANDave](#) Dec 7, 2016 9:15 AM (in response to [ableton](#))

We see this issue frequently with Surface devices but happens with other systems as well.

This happens when the bios/uefi time is not correct. The TLS certificate will be denied because the client believes the time is wrong from the server.

We have found on surfaces the only way to fix it is to boot it into the OS that shipped on the device first so that it can sync up the time from the MS NTP. Once it is synced up then we are able to pxe boot and image properly.