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Microsoft Hotfix KB4512534

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AUG 17, 2019—KB4512534 (OS Build 17763.720)

Improvements and Fixes:

Enables X2APIC support for AMD platforms to support 256 or more logical processors (AMD EPYC 7742 64C and AMD EPYC 7702 64C) on Windows Server 2019

Phenomenon:

If the BIOS configuration has enabled the SMT function.

When the boot to the operating system, Microsoft Windows Server 2019 will not boot properly and will stop at the Microsoft logo screen.

Solution:

Step 1:

The user must reboot to enter the BIOS configuration settings screen and turn off the SMT function.

AMD CBS-> CPU Common Options-> Performance-> CCD/Core/Thread Enablement ->Accept-> SMT control->Disabled

Step 2:

After entering the Microsoft Windows Server 2019, please install **Microsoft Hotfix KB4512534 for AMD EPYC X2APIC Patch** first.

Step 3:

After updating Microsoft Hotfix KB4512534, then reboot to enter the BIOS configuration settings screen and enable the SMT feature, which can be used normally after reboot.

AMD CBS-> CPU Common Options-> Performance-> CCD/Core/Thread Enablement ->Accept-> SMT control-> Auto

The Download Center URLs will be as follows:

Microsoft Windows Server 2019

<https://support.microsoft.com/en-us/help/4512534/windows-10-update-kb4512534>

Windows Server support and installation instructions for the AMD Rome family of processors

<https://support.microsoft.com/en-us/help/4514607/windows-server-support-and-installation-instructions-for-amd-rome-proc>