

Cisco Unified Communications Manager Operating System Upgrade Fails Due to Potential Critical Error Encountered Running cpSATARAID2.exe /s /f error

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Introduction

This document describes the workaround for the error message that is received when you upgrade the operating system (OS) of Cisco Unified Communications Manager.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager.

Components Used

The information in this document is based on Cisco Unified Communications Manager 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Problem

When you upgrade the operating system (OS) of Cisco Unified Communications Manager, this error message displays:

```
Unless otherwise indicated, these errors are non-critical in nature. Potential critical Error encountered running cpSATARAID2.exe /s /f. It returned a value of "2". Please refer to patch documentation to determine potential severity of failure .
```

Solution

This error message is not critical in nature. It is more of an informational message.

When the user installed the OS upgrade, the OS upgrade tried to install the Adaptec Embedded Serial ATA HostRAID Driver for the Windows 2000/Server 2003 component with cpSATARAID2.exe /s /f. This component provides support for the Adaptec Embedded Serial ATA HostRAID Adapter.

In the error message, the parameters **/s/f** signify this:

- **/s** - Install without user interaction
- **/f** - Allow a downgrade or reinstall if already up to date (used with /s)

The likely cause of the error message is the inability of the installer to stop a service (stopping services failure).

In order to overcome this error message, reboot the server and continue with the installation.

A reboot forces the services to stop and start, or, if they were stuck, to kill the process. This solves the stopping services failure and enables a smooth installation.

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Related Information

- [Voice Technology Support](#)
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- **Recommended Reading:** [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation - Cisco Systems](#)

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