Unified Communications Manager 7.x: Install Issues

Document ID: 111865

Contents

Introduction
Prerequisites
  Requirements
  Components Used
  Conventions
Problem
  Solution
Known Issue
Related Information

Introduction

This document describes how to troubleshoot an issue that occurs when you try to install the Cisco Unified Communications Manager Subscriber server. When this issue occurs, the Critical Error message appears, and the post application installation fails.

Prerequisites

Requirements

Readers of this document must confirm that these steps are completed on the Publisher:

1. After you install Cisco Unified Communications Manager (Publisher) on your server, you must set some configuration parameters and perform other post-installation tasks before other servers in the cluster are installed.

   Note: Refer to Post-Installation Tasks for more information.

2. The node and feature licenses must be loaded on the Publisher.
3. Cisco Unified Communications Manager services must be started on the Publisher.
4. You must install the same software version on all nodes in the cluster.

Components Used

The information in this document is based on Cisco Unified Communications Manager versions 6.x and 7.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**

The installation of a Cisco Unified Communications Manager Subscriber fails, and this error appears:

```
** Critical Error **
The installation has encountered a unrecoverable internal error. For further assistance report the following to your support provider.

Script
"/usr/local/cm/script/7.0.2.20000-5/cm-dbl-install install PostInstall 7.0.2.20000-5 7.0.2.20000-5 /usr/local/cm /usr/local/cm /common/log/install/install.log" exited with errors(1)
```

The system will now halt.

This error is generated while a Subscriber is built to work with an existing Cisco Unified Communications Manager Publisher cluster.

**Solution**

Check installation logs and collect the dump files for install logs. For this you can use the Cisco Unified Real-Time Monitoring Tool on the Publisher.

The install log shows this error, which is gathered via USB drive after installation failure:

```
01/26/2010 14:27:09 IPM|(CAPTURE) Tue Jan 26 14:27:09 2010
dbllib.getDataFromPub DEBUG: <Fault 1: "dbllib.SysError:'Error executing [/home/sftpuser/sftp_connect.sh -b /usr/local/cm/db/sftp_batch sftpuser@cmsub2] returned [65280]'”|<LVL::Debug>
```

The main cause of this error is that the Subscriber server cannot access the DNS server. Complete these steps in order to resolve the issue:

1. Ensure connectivity from the switch port of the new Subscriber to the DNS server <ip address>.
2. Make sure your DNS server has a reverse name lookup entry for the new Subscriber and the Publisher.
3. Test `nslookup` with this:
   ```
   - IP address of the server
   - Hostname of the server
   - FQDN of the server
   ```
   for both the Subscriber and the Publisher.
4. Ensure you do not use an underscore in the server name of the Publisher or the new Subscriber. This is a limitation of the Microsoft DNS servers.
5. Linux is case sensitive so ensure all hostnames and FQDNs are in sync.
6. After you complete these steps, start the installation process of the Subscriber.
7. When the First Node Configuration displays, choose No to configure the new server as a subsequent node.
8. Complete the procedure to configure a subsequent node in the cluster.

With these steps, you can make the DNS server reachable and install the Subscriber.
Known Issue

Cisco bug ID CSCtj54331 (registered customers only) details a known issue: IBM x3650M2, 7835I3, 7845I3 install fails – Could Not Detect Version. Refer to the bug details for additional information.

Related Information

- Cisco Unified Communications Manager 5.x/6.x/7.x : DNS Server Configuration through the CLI
- Unified Communications Manager 6.x/7.x Error: Configuration Validation with 'Publisher Hostname' or Configured First Node
- Voice Technology Support
- Voice and Unified Communications Product Support
- Technical Support & Documentation – Cisco Systems