

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

[TAC Notice: What's Changing on TAC Web](#)

## Contents

- [Introduction](#)
- [Prerequisites](#)
  - [Requirements](#)
  - [Components Used](#)
  - [Conventions](#)
- [Problem](#)
- [Solution](#)
- [NetPro Discussion Forums - Featured Conversations](#)
- [Related Information](#)

Help us help you.

Please rate this document.

- Excellent
- Good
- Average
- Fair
- Poor

This document solved my problem.

- Yes
- No
- Just browsing

Suggestions for improvement:

(256 character limit)

## 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.

## NetPro Discussion Forums - Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums - Featured Conversations for Voice
Service Providers: Voice over IP
<a href="#">VoIP</a> - Oct 23, 2007
<a href="#">Dailplan Overlapping Solution</a> - Oct 22, 2007
<a href="#">Call Manager Gatekeeper Controller Trunk Intermittent</a> - Oct 22, 2007
<a href="#">DSCP and QoS on CatOS?</a> - Oct 22, 2007

<a href="#">Unity reports</a> - Oct 22, 2007
Voice & Video: Voice over IP
<a href="#">Digital Signage Templates</a> - Oct 23, 2007 <a href="#">Sony Video endpoint</a> - Oct 23, 2007 <a href="#">AS5400 HPX feature license upgrade part number</a> - Oct 23, 2007 <a href="#">Gatekeeper</a> - Oct 22, 2007 <a href="#">MCU 3515 - 3 Point Video Conference</a> - Oct 19, 2007
Voice & Video: IP Telephony
<a href="#">privacy matter</a> - Oct 23, 2007 <a href="#">CFA on shared line</a> - Oct 23, 2007 <a href="#">Unity Connection 2.0 on VMWare</a> - Oct 23, 2007 <a href="#">Whats coming with a Cisco 2811 voice bundle cisco2811-ccme/k9</a> - Oct 23, 2007 <a href="#">CM5 BAT User&gt;Phone Association</a> - Oct 23, 2007
Voice & Video: IP Phone Services for End Users
<a href="#">How to make call reject?</a> - Oct 22, 2007 <a href="#">IPMA shared line - assistant console</a> - Oct 19, 2007 <a href="#">Problem Call pick up ccm 3.3(5)</a> - Oct 19, 2007 <a href="#">IP phone display name of the called party with grabage</a> - Oct 19, 2007 <a href="#">RTP stream goes via CME when using 3rd party SIP phones</a> - Oct 19, 2007
Voice & Video: Unified Communications
<a href="#">SRST prob.</a> - Oct 23, 2007 <a href="#">Unity 5.0 with DUC upgrade</a> - Oct 23, 2007 <a href="#">CCM ver 5.0 with Unity express</a> - Oct 23, 2007 <a href="#">SCCP &amp; SIP</a> - Oct 22, 2007 <a href="#">unity license upgrade issues from 4.x to 5.x</a> - Oct 22, 2007
Voice & Video: IP Phone Services for Developers
<a href="#">jtapi/java get phone description</a> - Oct 23, 2007 <a href="#">7960 does not parse XML</a> - Oct 23, 2007 <a href="#">Automatically returning to status mode after XML push/entering service mode</a> - Oct 23, 2007 <a href="#">7970 hangs on requests</a> - Oct 22, 2007 <a href="#">AXL response time</a> - Oct 21, 2007
Voice & Video: General
<a href="#">Callmanger-Fallback - strange issue</a> - Oct 23, 2007 <a href="#">ccme help</a> - Oct 23, 2007 <a href="#">VT Camera II</a> - Oct 22, 2007 <a href="#">QOS for Switches - CallManager</a> - Oct 21, 2007 <a href="#">Configuration Ideas</a> - Oct 21, 2007

## Related Information

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

<a href="#">Home</a>	<a href="#">How to Buy</a>	<a href="#">Login</a>	<a href="#">Profile</a>	<a href="#">Feedback</a>	<a href="#">Site Map</a>	<a href="#">Help</a>
----------------------	----------------------------	-----------------------	-------------------------	--------------------------	--------------------------	----------------------

All contents are Copyright © 2006-2007 Cisco Systems, Inc. All rights reserved. [Important Notices](#) and [Privacy Statement](#).