

# 在CUCM虛擬機器上獲取並運行恢復軟體

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## 簡介

本文檔介紹如何獲取和運行Cisco Unified Communications Manager(CUCM)的恢復軟體。

## 背景資訊

本文檔介紹如何獲取和運行Cisco Unified Communications Manager(CUCM)的恢復軟體，以及在恢復前後對虛擬機器(VM)設定所需的更改。

恢復軟體ISO映像儲存在ESXi資料儲存中。

資料儲存區是類似於檔案系統的邏輯容器，它隱藏了每個儲存裝置的具體資訊，為VM檔案的儲存提供了一個統一的模型。Datastore也可用於儲存ISO映像、VM模板和磁片映像。

vSphere客戶端用於訪問ESXi主機發現的不同型別的儲存裝置，以及在這些裝置上部署資料儲存區。

## 下載恢復軟體ISO映像

要獲取恢復軟體ISO映像，請執行以下操作：

1. 從思科首頁，導航至下載首頁>產品>統一通訊>呼叫控制>統一通訊管理器(CallManager)。
2. 點選適當的CUCM版本並下載Recovery Software:

## Select a Software Type:

Recovery Software



SIP Normalization and Transparency Scripts

Unified Communications Manager / CallManager / Cisco Unity Connection Utilities

Unified Communications Manager / Cisco Unity Connection Time Zone Updates

Unified Communications Manager / Cisco Unity Connection Updates

Unified Communications Manager Virtual Machine Templates

Unified Communications Manager/CallManager Device Packages

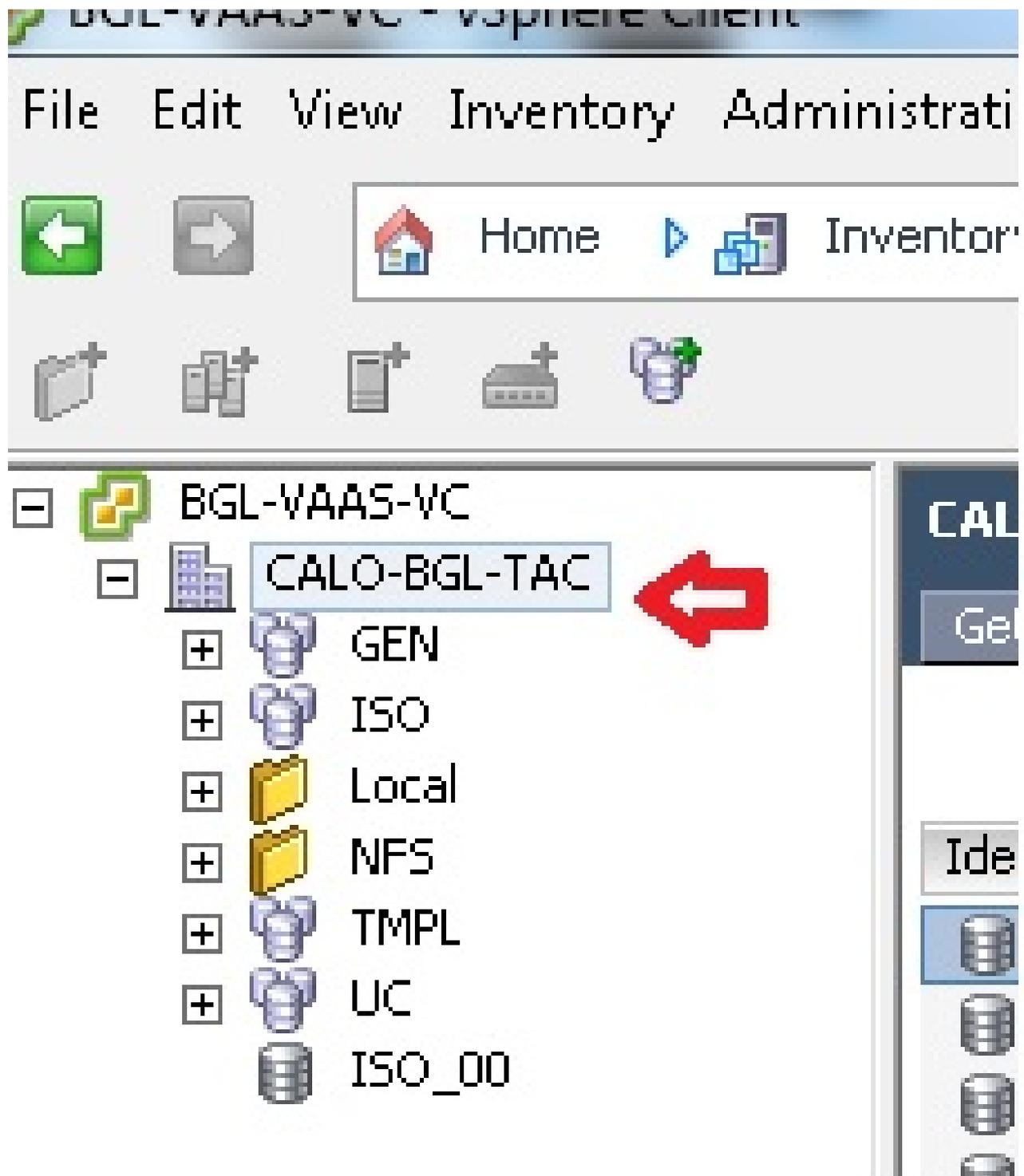
Unified Communications Manager/CallManager Locale Installer

3. 下載恢復軟體ISO映像並將其儲存在ESXi Datastore中。

## 將ISO映像上傳到ESXi資料儲存庫

完成以下步驟，以便通過vSphere客戶端5.0版將恢復軟體ISO映像上傳到資料儲存庫：

1. 登入到vSphere客戶端：



2. 按一下Datastore and Datastore Clusters:



Identification	Status	Device	Drive Type	Capacity
bgl-vaas-33:datas...	✓ Normal	naa.60030130f09...	Non-SSD	552.00 GB
bgl-vaas-35:datas...	✓ Normal	naa.60030130f09...	Non-SSD	552.00 GB
bgl-vnap-04:datas...	✓ Normal	naa.60030130f09...	Non-SSD	131.00 GB
bgl-vnap-05:datas...	✓ Normal	naa.60030130f09...	Non-SSD	131.00 GB
bgl-vnap-06:datas...	✓ Normal	naa.60030130f09...	Non-SSD	131.00 GB

3. 按一下右鍵要將檔案上傳到的資料儲存庫，然後按一下Browse Datastore:

Identification	Status	Device	Drive Type	Capa
bgl-vaas-33:datas...	✓ Normal	naa.60030130f09...	Non-SSD	552.00
bgl-vaas-35:datas...				552.00
bgl-vnap-04:datas...				131.00
bgl-vnap-05:datas...				131.00
bgl-vnap-06:datas...				131.00
bgl-vnap-07:datas...				552.00
bgl-vnap-08:datas...				552.00
bgl-vnap-09:datas...				552.00
bgl-vnap-10:datas...				552.00
bgl-vnap-11:datas...				552.00
bgl-vnap-18:datas...				366.50
bgl-vnap-19:datas...	✓ Normal	naa.60030130f09...	Non-SSD	366.50

Browse Datastore...

Alarm

Assign User-Defined Storage Capability...

---

Rename

---

Delete

---

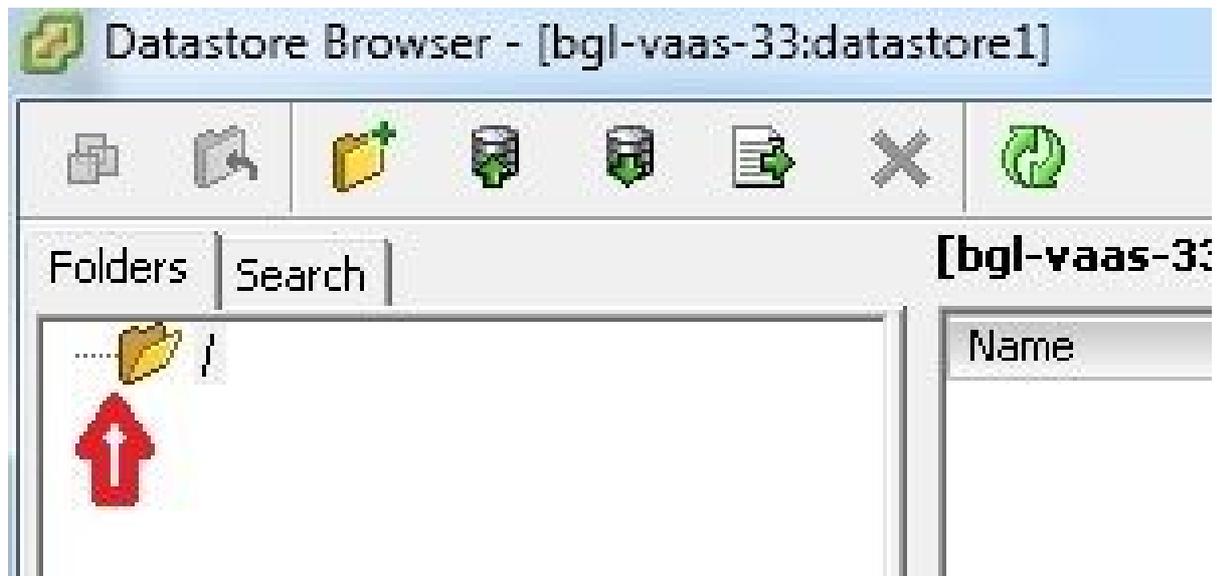
Open in New Window... Ctrl+Alt+N

Refresh

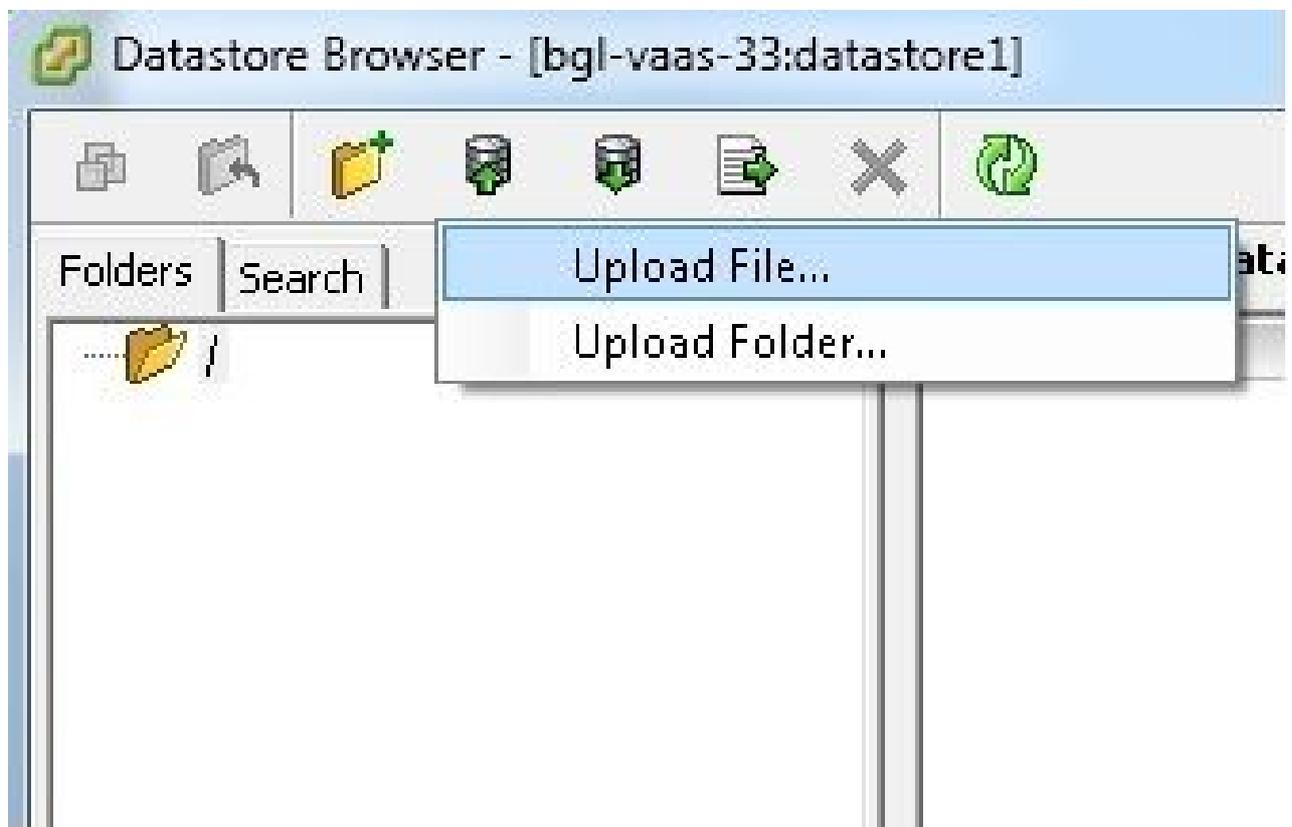
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Copy to Clipboard Ctrl+C

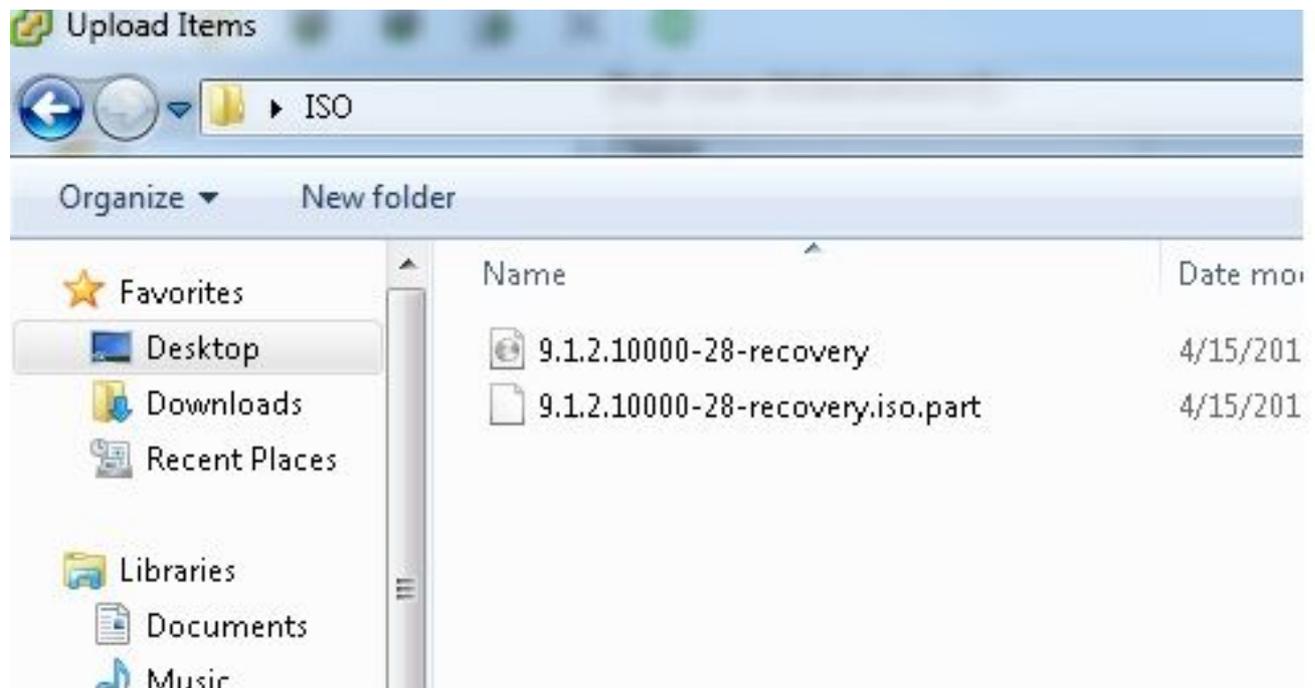
4. 選擇要將ISO映像上傳到的資料夾：



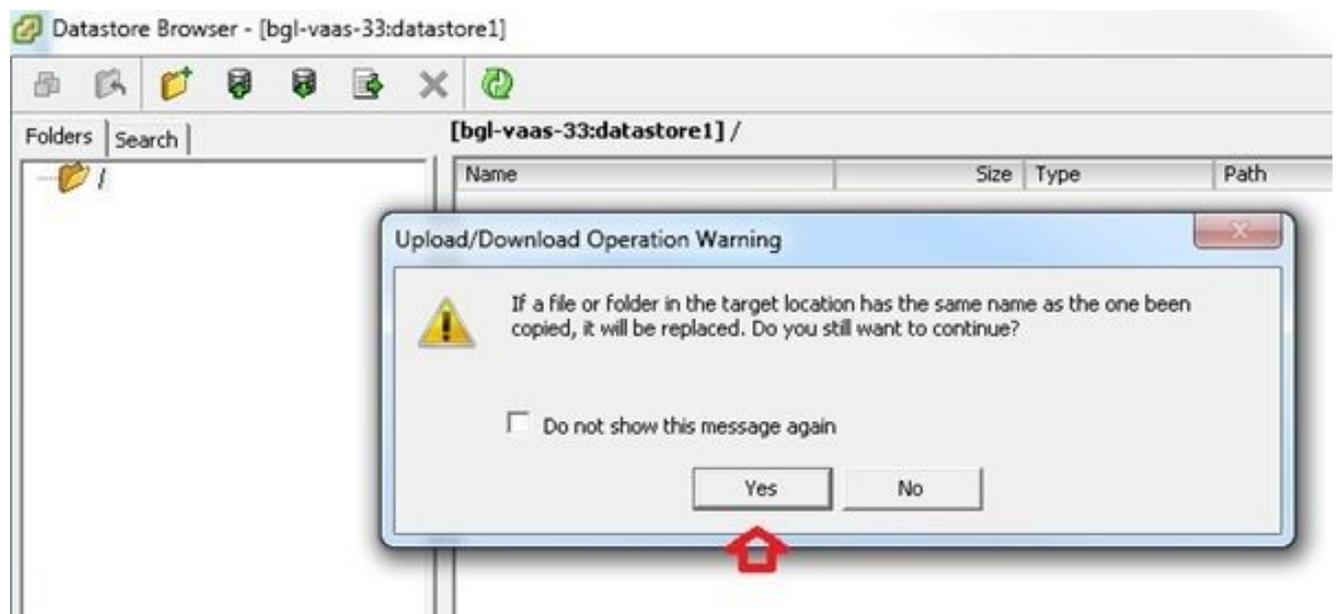
5. 按一下Upload files選項卡：



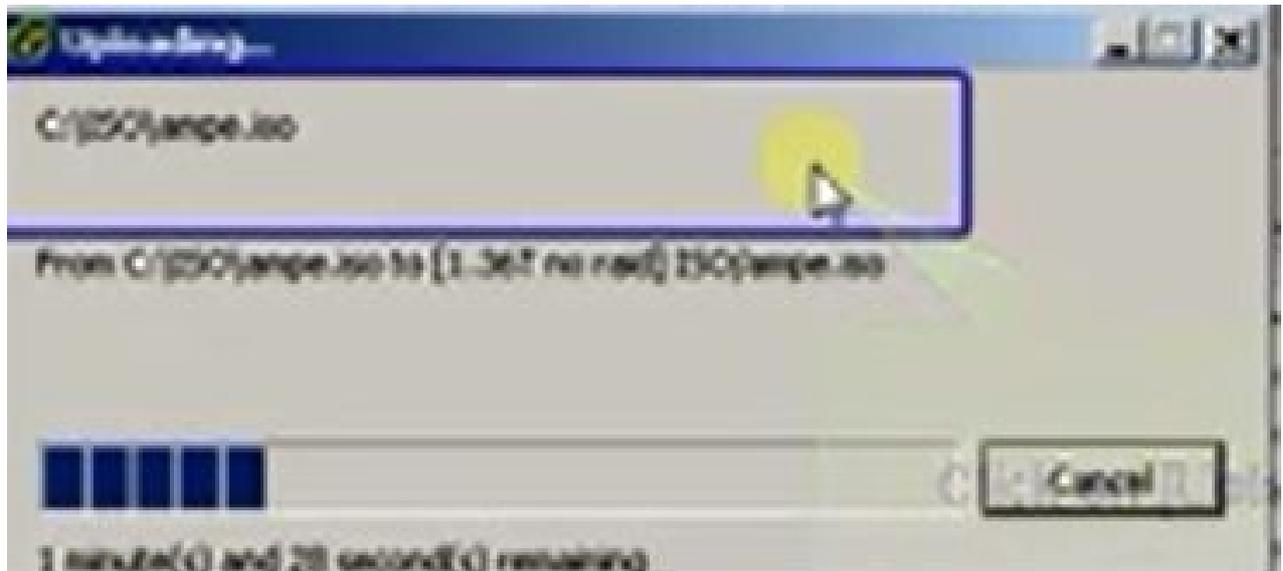
6. 瀏覽到將影象儲存在電腦上的資料夾位置：



7. 選擇檔案後，系統會顯示快顯訊息。選擇Yes:



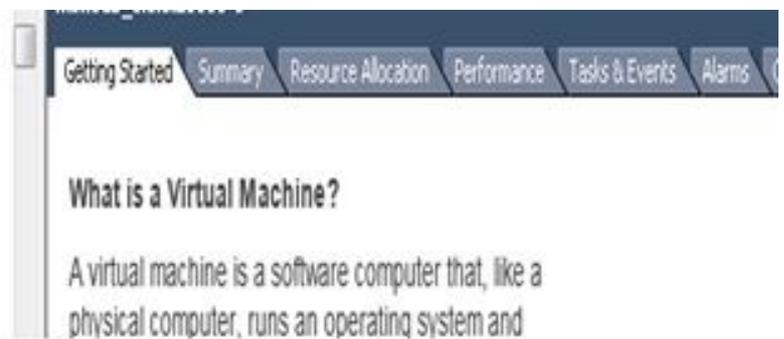
然後，ISO映像開始上傳到資料儲存區：



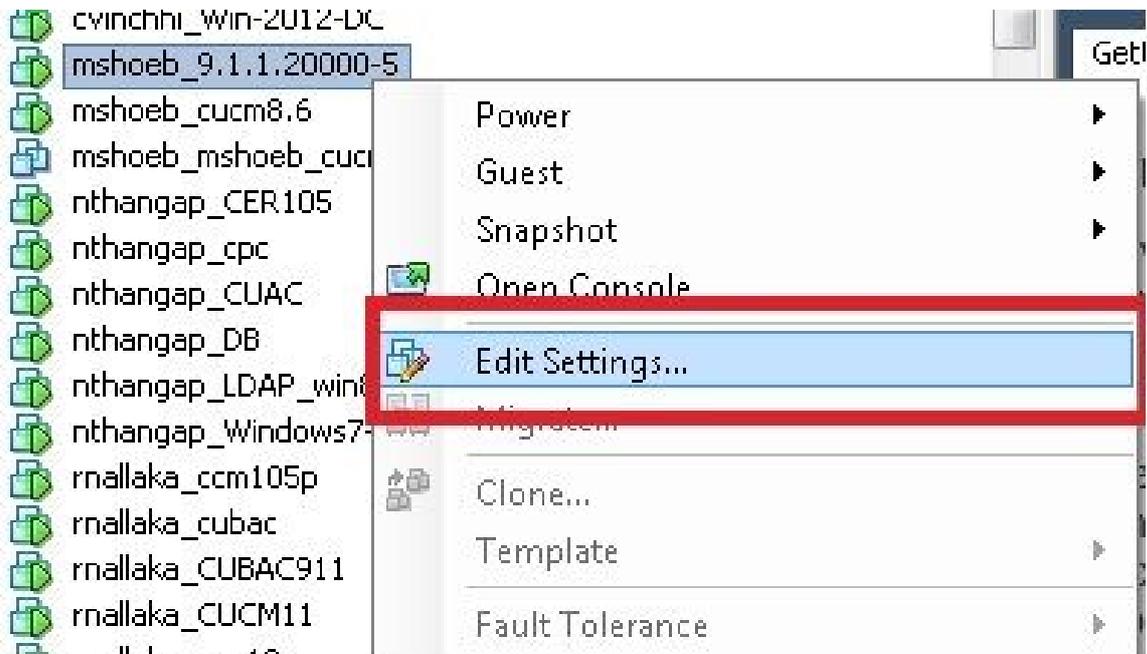
## 恢復前所需的虛擬機器設定

完成以下步驟，確保在運行恢復軟體之前VM設定正確：

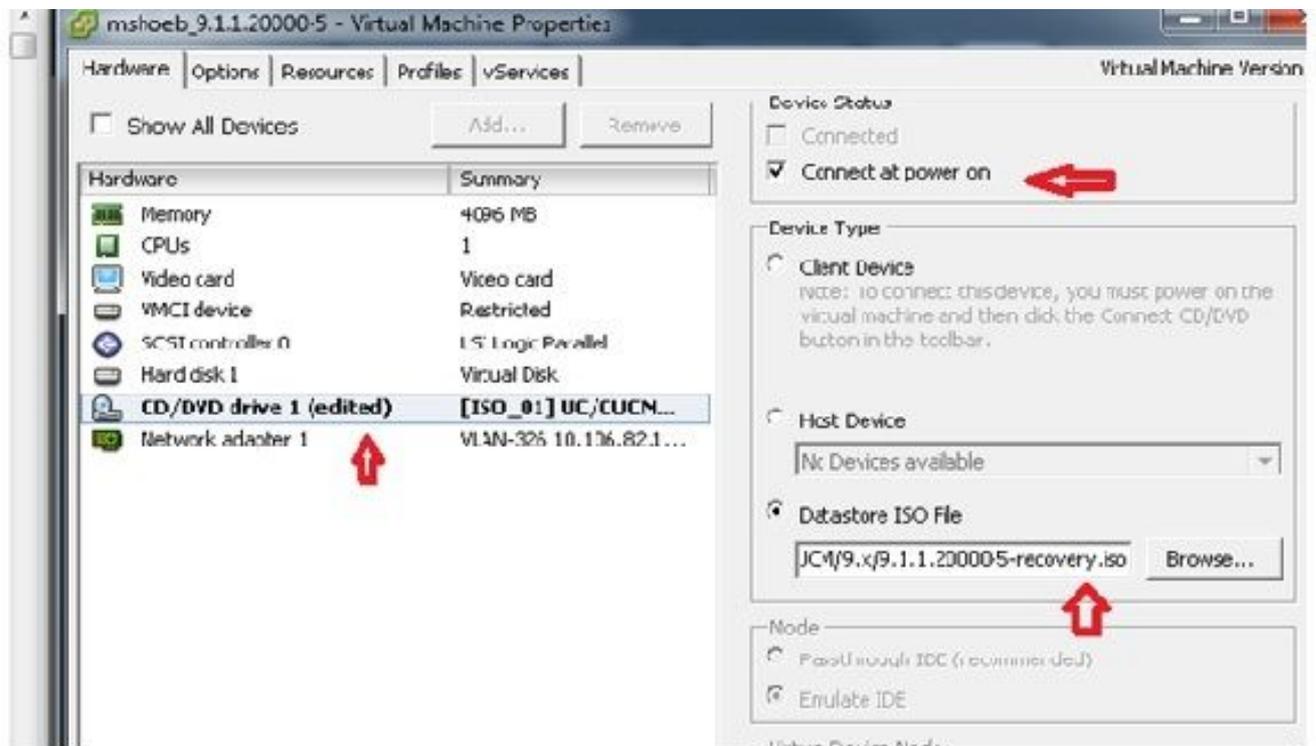
1. 從vSphere Client導航到CUCM VM電腦。
2. 按一下右鍵要為其運行恢復軟體的虛擬機器，然後關閉該虛擬機器：



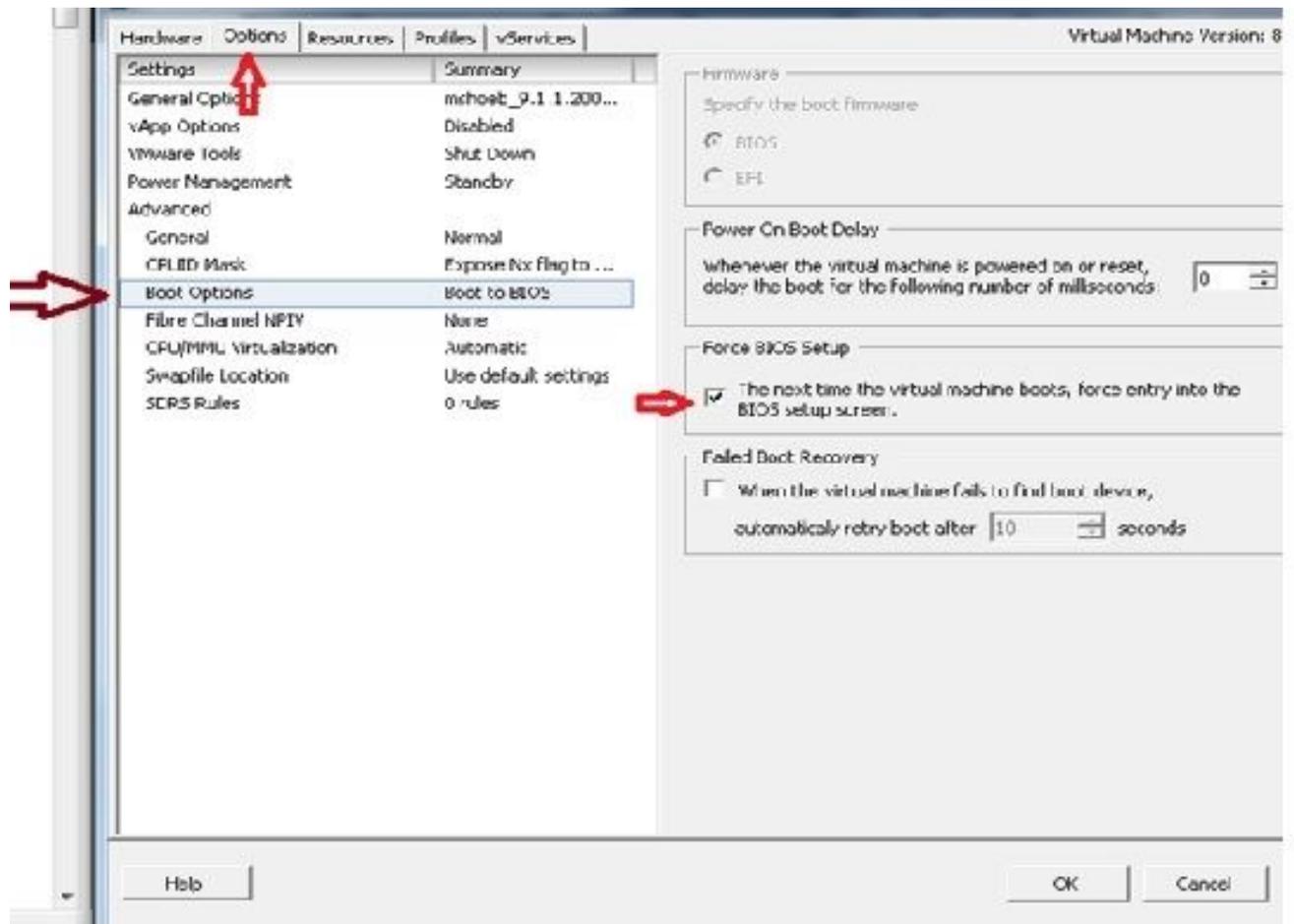
3. 按一下右鍵並導航到編輯設定：



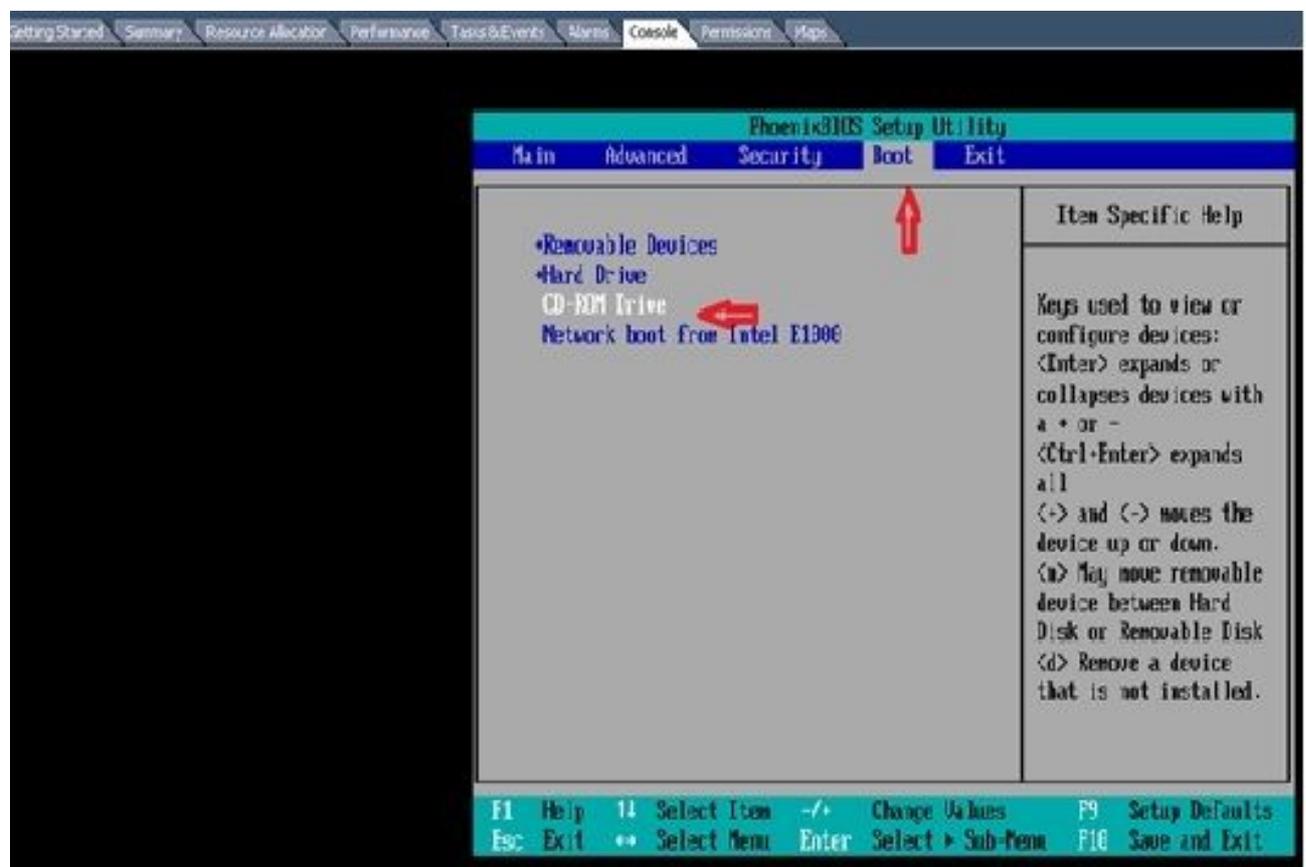
4. 在Hardware索引標籤中，選擇CD/DVD驅動器，選中Connect at power on 覈取方塊，然後瀏覽到您儲存在資料儲存中的recovery.iso映像：



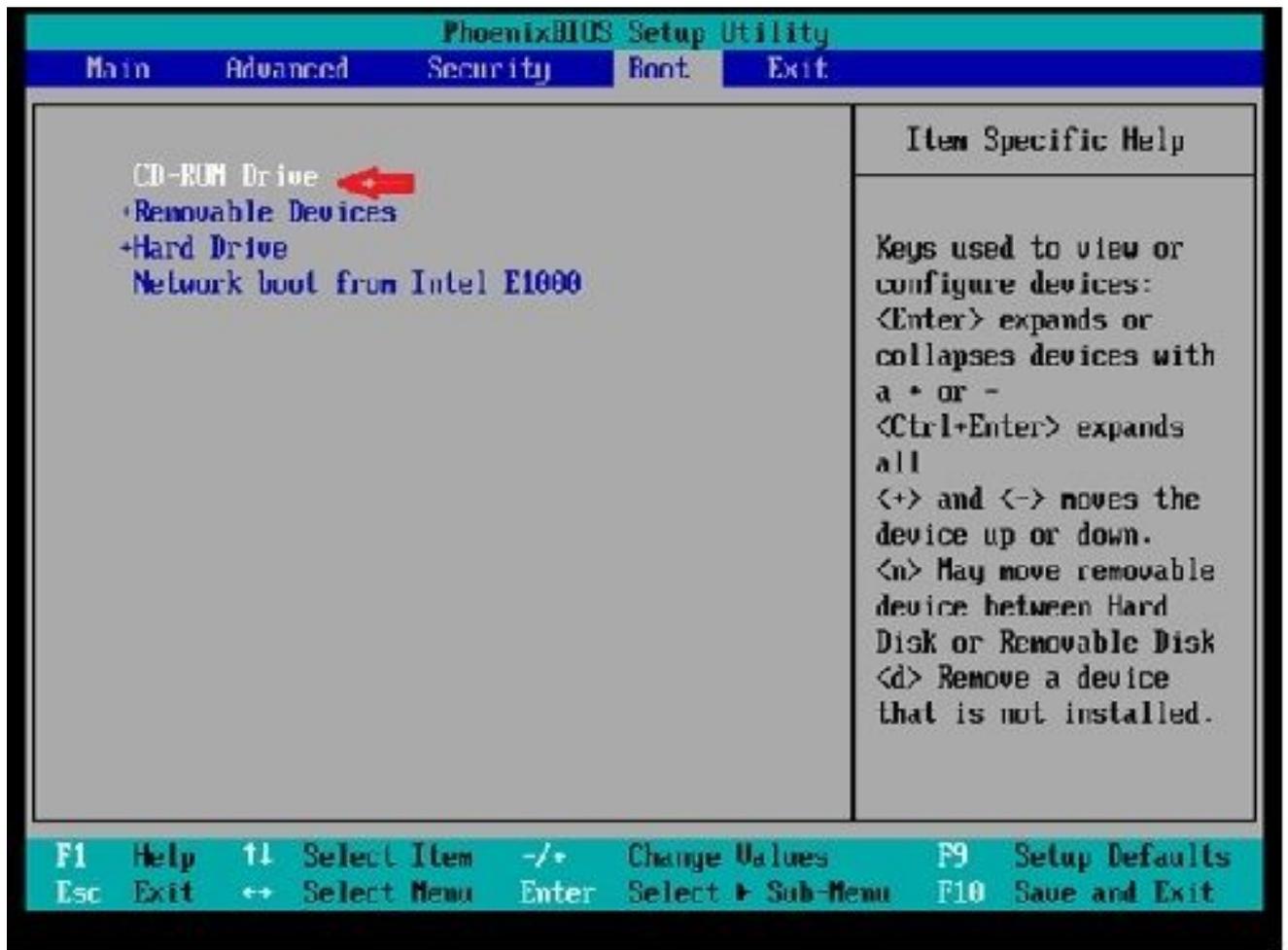
5. 在Options頁籤中，選擇Boot Options，選中Force BIOS Setup 覈取方塊，選擇OK，然後開啟 VM:



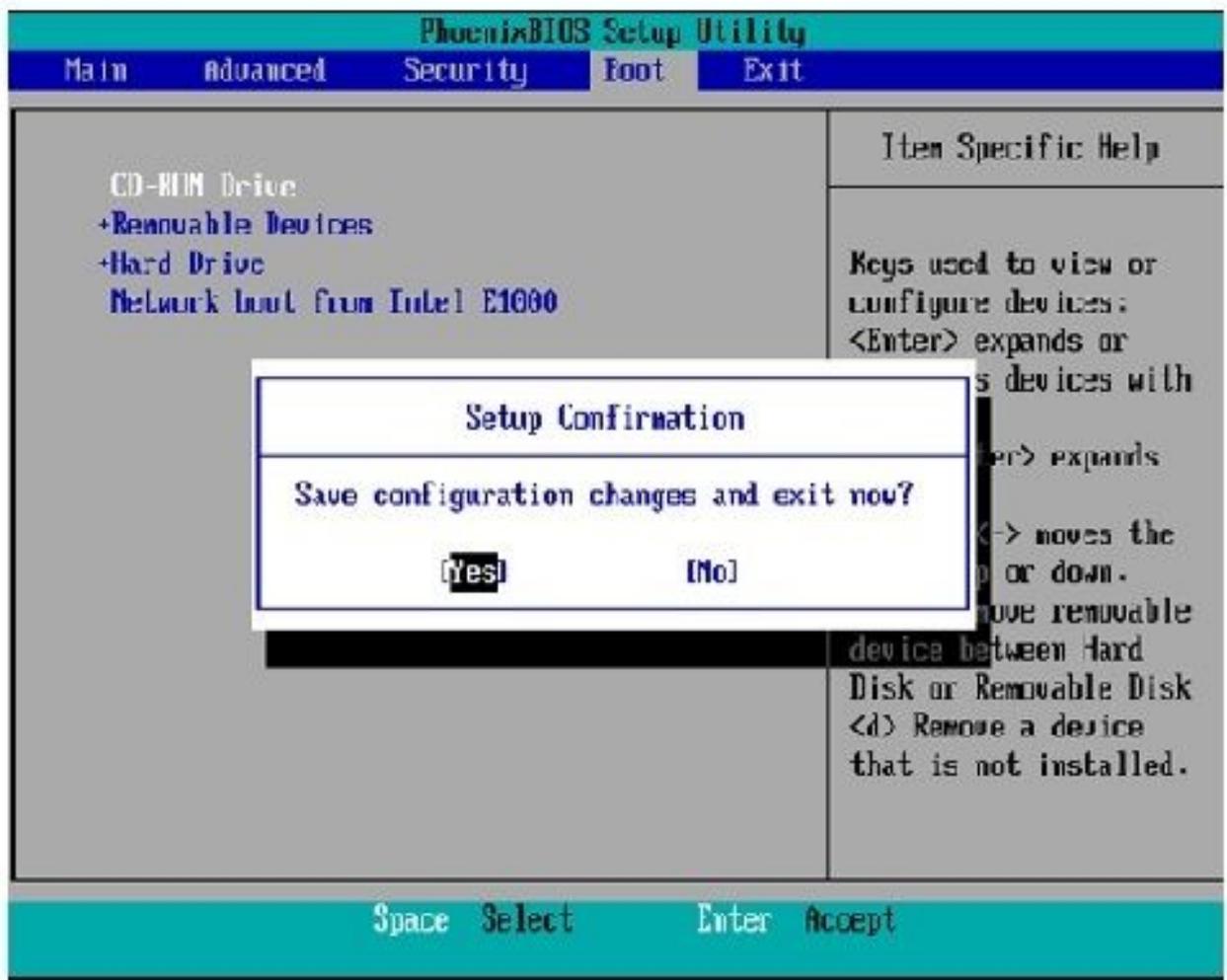
6. VM啟動到BIOS模式。導覽至開機功能表：



7. 使用加號(+)將CD-ROM Drive選項移到清單頂部：



8. 按F10鍵，系統提示您儲存此設定：



系統現在載入恢復軟體所在的CD-ROM驅動器。系統啟動時，您會看到下一圖中所示的選項。

9. 選擇選項F(按F鍵):

```
Running the system installer.
Please wait...
Detecting Server Hardware - this can take several minutes
VMware: passed detection validation
```

```
*****
*** Welcome to Cisco Unified Communications Recovery Disk
*** Version 9.1.1.20000-5
*** Copyright - Cisco System, Inc. 2005-2010
***
*** active partition: PARTITION A - 9.1.1.20000-5
***
*** Please enter one of the following options:
***
*** [F]:[f] Check and correct disk file systems.
*** [V]:[v] Verify the disk partitioning layout.
*** [A]:[a] Align partitions on disk(s).
*** [Q]:[q] Quit this recovery disk program.
*****
> _
```

「檔案系統」檢查開始：

```
*** Please enter one of the following options:
***
*** [F]:[f] Check and correct disk file systems.
*** [V]:[v] Verify the disk partitioning layout.
*** [A]:[a] Align partitions on disk(s).
*** [Q]:[q] Quit this recovery disk program.
*****
> F
***** WARNING! *****
Use of the file system repair on the recovery disc does not guarantee
a fully functioning system. Even if the server is recovered into an operable
state, full functionality of all features and services cannot be guaranteed.
Cisco strongly recommends a server rebuild if the file system has become
corrupted to ensure full functionality.
*****
Press Enter key to continue...
Unmounting partition /mnt/part1
Unmounting partition /mnt/part2
Unmounting partition /mnt/part3
Unmounting partition /mnt/part4
Checking device /dev/dev1
fsck 1.41.14 (22-Dec-2010)
Pass 1: Checking inodes, blocks, and sizes
Pass 2: Checking directory structure
<: |=====
\ 86.5%
```

完成檔案系統檢查後，您將返回到主選單：

```

Pass 4: Checking reference counts
Pass 5: Checking group summary information
/COMMON: 57819/12958784 files (8.6% non-contiguous), 6924958/12958398 blocks
OK.

Mounting partition /mnt/part1 : [ OK ]
Mounting partition /mnt/part2 : [ OK ]
Mounting partition /mnt/part3 : [ OK ]
Mounting partition /mnt/part6 : [ OK ]

*****
***      Welcome to Cisco Unified Communications Recovery Disk
***      Version 9.1.1.28888-5
***      Copyright - Cisco System, Inc. 2886-2818
***
***      Active partition:  PARTITION A - 9.1.1.28888-5
***
***      Please enter one of the following options:
***
***      [F] Check and correct disk file systems.
***      [V] Verify the disk partitioning layout.
***      [A] Align partitions on disk(s).
***      [Q] Quit this recovery disk program.
*****
> _

```

10. 選擇選項Q(按Q鍵)以退出「恢復軟體」程式。然後系統提示您重新啟動系統，如下所示：

```

*** [U] Verify the disk partitioning layout.
*** [A] Align partitions on disk(s).
*** [Q] Quit this recovery disk program.
*****
> Q
The system will HALT NOW!!! Once halted, please eject the CD.
install exited abnormally [1/1]
sending termination signals...done
sending kill signals...done
disabling swap...
unmounting filesystems...
  /mnt/runtime done
  disabling /dev/loop0
  /proc done
  /dev/pts done
  /sys done
  /tmp/ramfs done
  /mnt/source done
  /selinux done
  /mnt/part1 done
  /mnt/part2 done
  /mnt/part3 done
  /mnt/part6 done
you may safely reboot your system
-

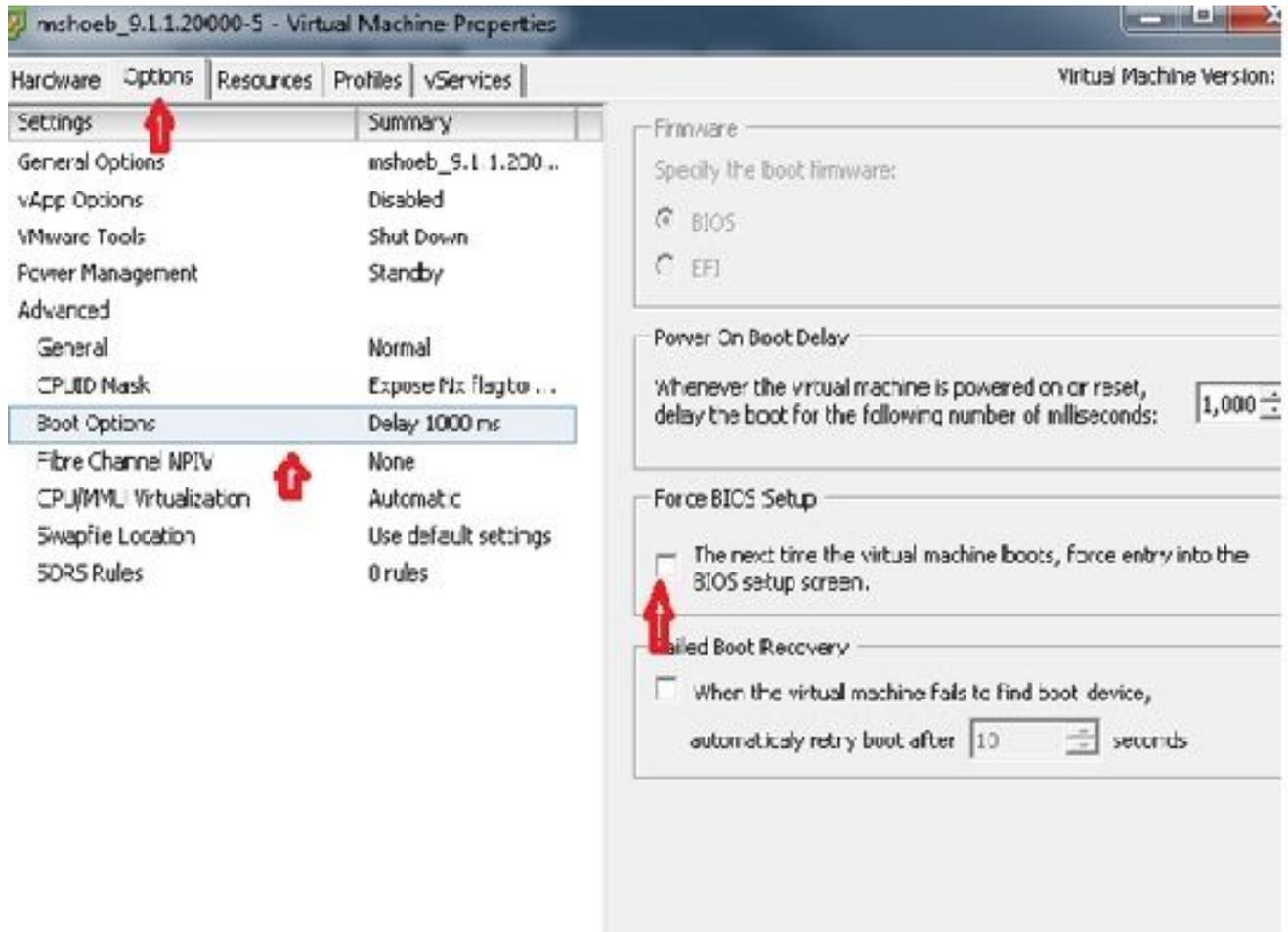
```

## 恢復後要求

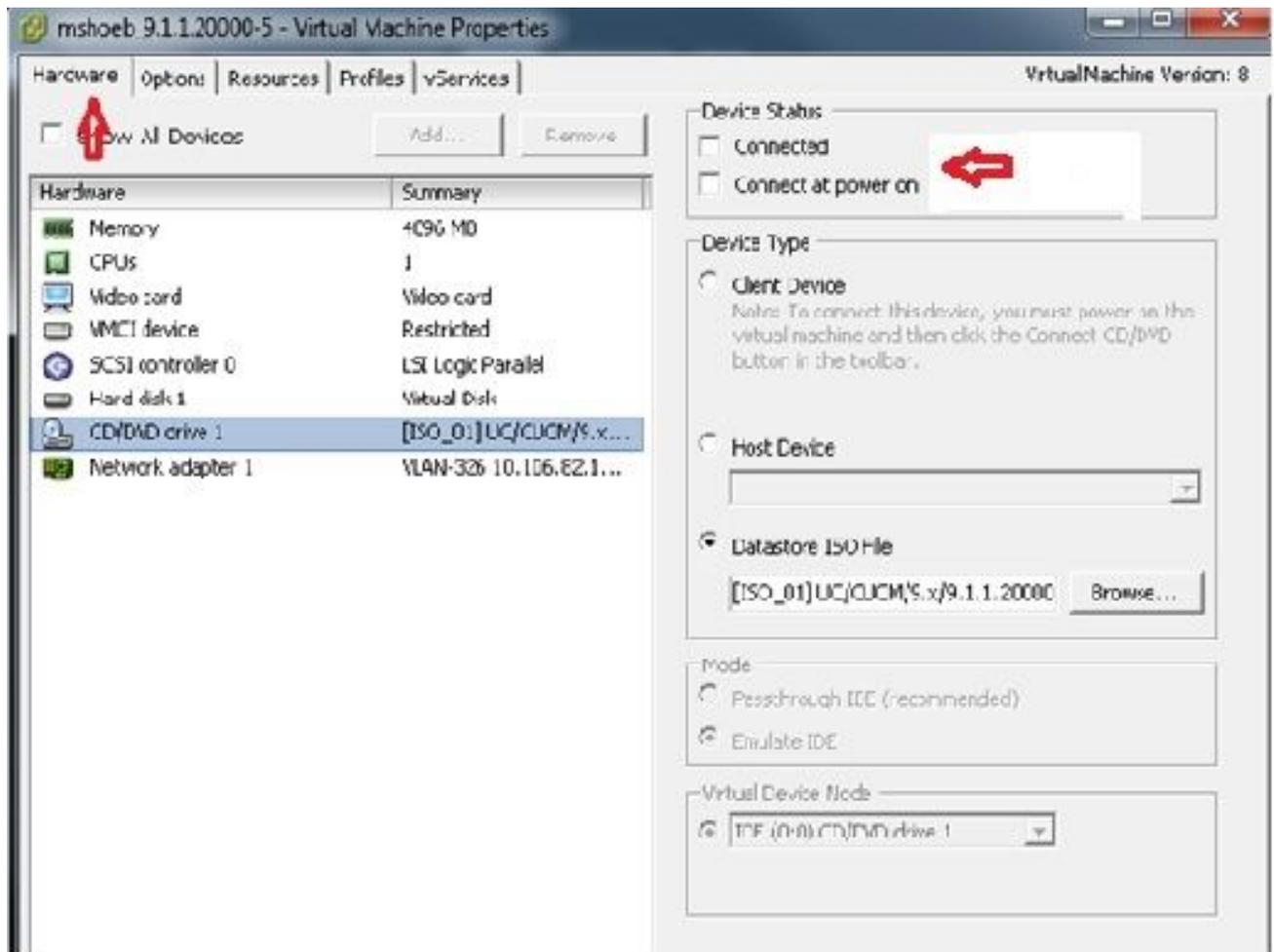
 註：繼續重新啟動之前，請確保取消選中Force entry into BIOS復選框。

運行恢復軟體後，請完成以下步驟：

1. 按一下右鍵虛擬機器，導航到編輯設定>選項>高級>引導選項，並確保The next time the virtual machine boot，force entry to the BIOS setup screen 覈取方塊未選中：

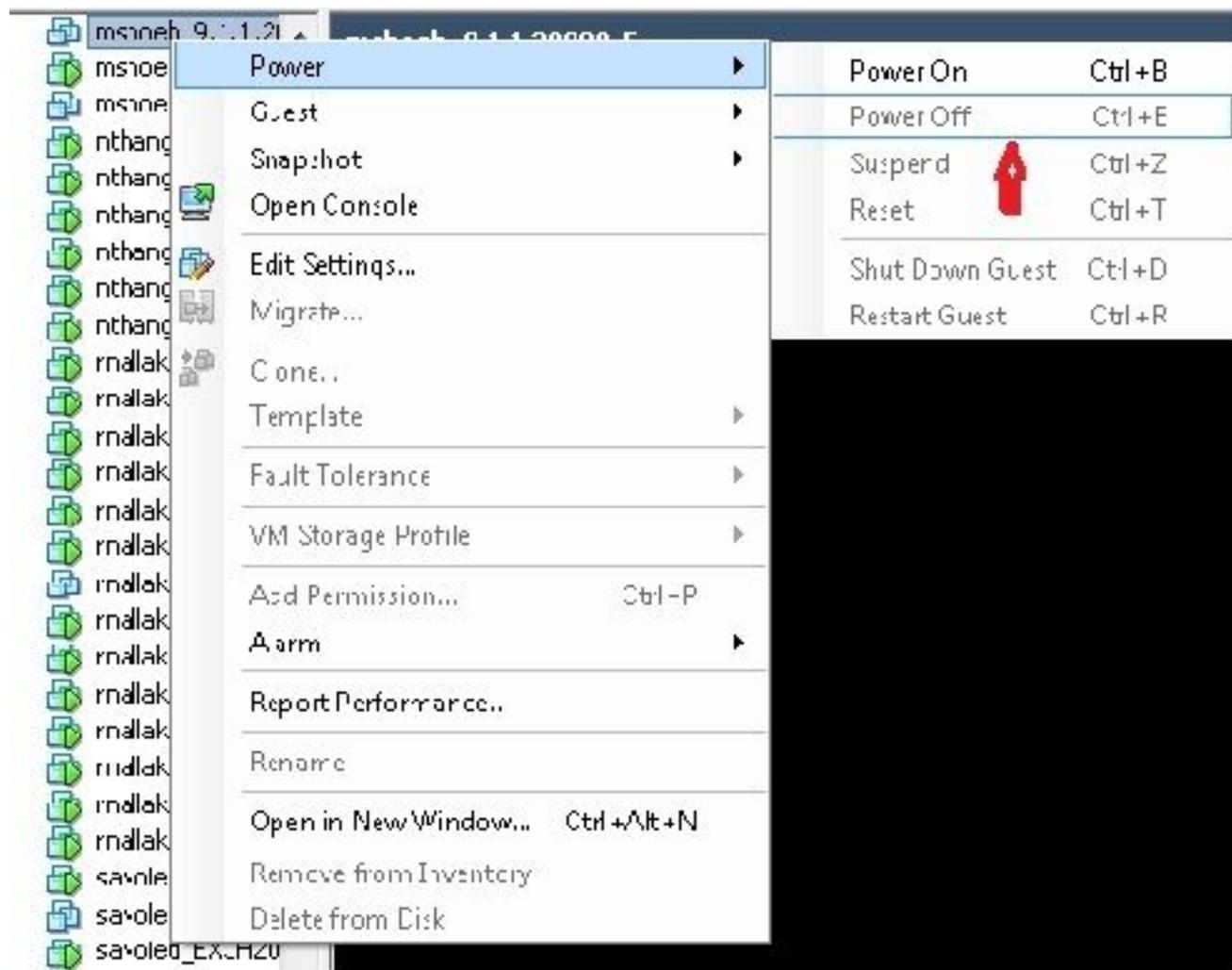


2. 在Hardware索引標籤中，取消選中Connected和Connect at Power ON覈取方塊：



3. 繼續重新啟動系統：

- A. 按一下右鍵CUCM VM。
- B. 關閉機器電源。
- C. 開啟機器電源。



註：雖然恢復軟體有助於修復檔案系統錯誤，並將系統從只讀模式中移出，但思科建議最好將伺服器升級至下一個修補程式級別或重建。

## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。